



# HELP YOURSELF THROUGH HARD TIMES

2025



[www.informationlondon.ca](http://www.informationlondon.ca)

Visit our website for a complete listing  
of community and social services

# THL INFORMATION NETWORK



## FIND HEALTH AND SOCIAL SERVICES IN YOUR AREA

Over 44,000 listings  
across Ontario!

As an award-winning digital health non-profit, we're committed to connecting patients and caregivers to the health and social services they need most. Becoming healthier is challenging; finding care shouldn't be.

[www.thehealthline.ca](http://www.thehealthline.ca)

## ABOUT THIS GUIDE

People going through times of financial, emotional or mental hardship need access to reliable and accurate information so they can receive supports to help them recover and thrive in our community. Help Yourself Through Hard Times has been a trusted resource in London and Middlesex County for over 20 years, putting information about basic material aids and social supports directly into the hands of people who need it.

Most services are listed alphabetically, but some topics have priority services listed first. Inclusion of a service does not imply endorsement by the publisher, nor does exclusion indicate a lack of endorsement. Availability and eligibility vary by service.

Help Yourself Through Hard Times is produced by thehealthline.ca Information Network. thehealthline.ca Information Network supports information services in London and Middlesex by maintaining online directories of services on SouthWesthealthline.ca and InformationLondon.ca. Additionally, we connect and engage with service providers to help them use our online tools to promote their news and events, and keep their organizations' profiles up-to-date and accurate.

The guide is available to view online or download at [www.informationlondon.ca](http://www.informationlondon.ca).

To request print copies of this publication for distribution, contact the City of London at 519-661-5336.

Help Yourself Through Hard Times is supported by:



The information in this resource is current as of February 2025.  
Information is subject to change at any time. It is recommended to contact a service directly prior to visiting them.

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# **LONDON AND AREA**

## CLOTHING

### CLOTHING AND HOUSEHOLD ITEMS

Services that arrange for free clothing, furniture, and other material aid to help clients in need. Some agencies also accept vouchers.

#### **BGC London**

##### **Koats for Kids**

519-434-9114

184 Horton St E (at Richmond St)

Winter coats for children 18 years and under. Children's ID required.

Until supplies last.

#### **Caring Canadians Society**

##### **Clothing Bank**

519-933-9877

589 Wonderland Rd N (at Oxford St W)

Mon-Thu 10am-2pm

Clothing and household items for people in need.

#### **Goodwill Industries**

##### **ClothingWorks**

519-850-9000

255 Horton St E (at Wellington St)

Provides professional clothing for people with limited resources who are seeking employment and going through the interview process. Requires referral from participating agencies. By appointment only.

#### **LIFE\*SPIN Free Store**

519-438-8676

872 Dundas St E (at Ontario St)

Tue, Thu 10am-2pm, Wed 3pm-7pm

Free clothing, linens, cookware, and small appliances. Backpacks and school supplies seasonally.

#### **Mission Services of London**

##### **Mission Store Voucher Program**

519-438-3056

797 York St, Unit 4 (at Rectory St)

Mon-Thu 9am-2pm. Clothing and household items distributed through an emergency voucher system.

#### **Society of St Vincent de Paul Thrift Store**

##### **Voucher Program**

519-438-7071

585 York St (at Adelaide St)

Mon-Fri 9am-5pm, Sat 9am-4pm. Call a Catholic church to arrange assessment, then call store to make an appointment to redeem voucher for clothing and household items.



## SHARING SHOPS AND THRIFT STORES

Sharing shops offer used goods for purchase or exchange of another item. Thrift stores sell used clothing, furniture and household items for a low cost.

### **ANOVA Mine101**

519-453-5550

900 Oxford St E, Unit 3 (at Gammage St)

Mon-Sat 10am-6pm, Sun 12noon-5pm. Gently used women's clothing and accessories.

### **Church of St Jude**

#### **Nearly New Shop**

519-660-6198

1537 Adelaide St N (at Fanshawe Park Rd)

Tue 10am-12noon, Sat 9am-12noon. Sells low-cost, gently used clothing for all ages.

### **Goodwill Industries - Community Stores**

Low-cost, gently used clothing, housewares, electronics, furniture, small appliances, books, CDs and DVDs

255 Horton St E (at Wellington St)

519-850-9000

Mon-Fri - 9am-8pm, Sat 10am-6pm, Sun 10am-5pm

1165 Oxford St E (west of Highbury Ave N)

519-433-2409

Mon-Fri - 9am-8pm, Sat 10am-6pm, Sun 10am-5pm

1225 Wonderland Rd N (Sherwood Forest Mall)

519-472-1959

Mon-Fri - 9am-8pm, Sat 10am-6pm, Sun 10am-5pm

3410 White Oak Rd (Goodwill Outlet - By the Pound)

519-685-5389

Mon-Fri 8am-9pm, Sat 8am-6pm

979 Wellington Rd (Goodwill Bookstore)

519-668-7509

Mon-Fri - 9am-8pm, Sat 10am-6pm, Sun 10am-5pm

1044 Adelaide St N (Goodwill Bookstore)

519-433-2665

Mon-Fri 9am-8pm, Sat 9am-6pm, Sun 10am-5pm

## **Habitat for Humanity Heartland Ontario**

Sells new and used building and renovating materials below retail cost.

### **Adelaide ReStore**

519-659-1949 ext 281

317 Adelaide St S (at Commissioners Rd)

Mon-Fri 9am-6pm, Sat 9am-4pm

### **Pacific ReStore**

519-659-1949 ext 225

40 Pacific Court, Unit 5 (at Clarke Rd)

Mon-Fri 9am-6pm, Sat 9am-5pm

### **Wonderland ReStore**

519-659-1949 ext 261

611 Wonderland Rd N, Unit 1 (at Oxford St W)

Mon-Fri 9am-6pm, Sat 9am-5pm

## **May Court Club of London**

### **May Court Shop**

519-439-4811

594 Dundas St (at Adelaide St)

Tue-Fri 12noon-3:30pm

Sells gently used men's and women's clothing and accessories.

## **Mission Thrift Store - London North**

519-473-8025

2020 Hyde Park Rd, Unit 7 (at Fanshawe Park Rd)

Mon-Wed 10am-5pm, Thu and Fri 10am-7pm, Sat 10am-5pm

Sells low-cost clothing, housewares, furniture, electronics, books, toys and games, jewelry, hardware and tools, pet supplies and sport equipment.

## **Mission Thrift Store - London South**

519-473-5112

784 Wharncliffe Rd S (north of Southdale Rd)

Mon-Wed 10am-5pm, Thu and Fri 10am-7pm, Sat 10am-5pm

Sells low-cost clothing, housewares, furniture, electronics, books, toys and games, jewelry, hardware and tools, pet supplies and sport equipment.

## **Renew Community Store**

519-451-4334

476 Clarke Rd (north of Dundas St)

Mon-Fri 10am-5pm, Sat 10am-4pm

Sells donated items such as clothing, shoes, toys, and sporting goods.

Thrift stores selling gently used clothing, furniture, kitchen supplies and various household items.

519-438-7071

585 York St (at Adelaide St)

Mon-Fri 9am-5pm, Sat 9am-4pm

519-433-9210

1005 Elias St (at Quebec St)

Mon-Fri 10am-5pm, Sat 10am-4pm

## NOTES

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## COMMUNITY RESOURCES

### COMMUNITY CENTRES

Community centres offer a variety of social, recreational, and educational programs to people of all ages. There may be a fee for some programs.

**Al-Mahdi Islamic Community Centre**

647-784-9312

91 Meg Dr (at Exeter Rd)

**Boyle Memorial Community Centre (City of London)**

519-661-5575

530 Charlotte St (at Princess Ave)

**Boys and Girls Club of London (BGC London)**

519-434-9114

184 Horton St E (at Richmond St)

**Byron Optimist Community Centre (City of London)**

519-661-5575

1308 Norman Ave (at Stephen St)

**Carling Heights Optimist Community Centre (City of London)**

519-661-5575

656 Elizabeth St (at Oxford St E)

**Earl Nichols Recreation Centre (City of London)**

519-661-5575

799 Homeview Rd (at Southdale Rd)

**East Lions Community Centre (City of London)**

519-661-5575

1731 Churchill Ave (north of Wavell St)

**Kinsmen Recreation Centre (City of London)**

519-661-5575

20 Granville St (at Wharncliffe Rd N)

**Lambeth Community Centre (City of London)**

519-661-5575

7112 Beattie St (at Colonel Talbot Rd)

**London Jewish Community Centre**

519-673-3310

536 Huron St (at Adelaide St N)

**Medway Community Centre (City of London)**

519-661-5575

119 Sherwood Forest Square (at Wonderland Rd N)

**North London Optimist Community Centre (City of London)**

519-661-5575

1345 Cheapside St (at Highbury Ave N)

**South London Community Centre**

519-661-5575

1119 Jalna Blvd (at Bradley Ave)

**Springbank Gardens Community Centre (City of London)**

519-661-5575

205 Wonderland Rd S (at Springbank Dr)

**StarTech.com Community Centre (City of London)**

519-661-5575

501 Southdale Rd W (at Bostwick Rd)

**Stoney Creek Community Centre (City of London)**

519-661-5575

920 Sunningdale Rd E (Adelaide St N)

**Stronach Community Recreation Centre (City of London)**

519-661-5575

1221 Sandford St (at Cheapside St)

**COMMUNITY RESOURCE CENTRES**

Community Resource Centres provide community members of all ages with access to a wide variety of health and social supports and services.

**Crouch Neighbourhood Resource Centre**

519-642-7630

550 Hamilton Rd (in Crouch Library Branch, near Egerton St)

For residents of the Hamilton Rd area.

**Glen Cairn Community Resource Centre**

519-668-2745

244 Adelaide St S (north of Commissioners Rd E)

For residents of Glen Cairn and Pond Mills.

**LUSO Community Services**

519-452-1466

1193 Oxford St E, Unit 2 (at Mornington Ave)

**N'Amerind (London) Friendship Centre**

519-672-0131

260 Colborne St (at Horton St E)

For people of Indigenous, First Nations ancestry, and their families.

**Northwest London Resource Centre**

519-471-8444

Sherwood Forest Mall, 1225 Wonderland Rd N, Unit 27 A  
(back entrance)

For residents of Northwest London neighbourhoods.

**South London Neighbourhood Resource Centre**

519-686-8600

Jalna Library, 1119 Jalna Blvd (at Bradley Ave)

For residents of South London.

**Southwestern Military Family Resource Centre**

Family Info Line: 1-800-866-4546 | Office: 519-660-5366

Wolseley Barracks, 701 Oxford St E (at Elliott St)

For military families only.

**FAMILY CENTRES AND EARLYON PROGRAMS**

Family Centres provide a single door to opportunities available throughout the city supporting all children, youth, and families. They also host EarlyON programs throughout the city.

EarlyON programs provide opportunities to learn and play with your child, meet people and get advice from early childhood professionals

**Childreach EarlyON**

519-434-3644

265 Maitland St

**Family Centre Argyle**

519-455-2791

Lord Nelson Public School, 1990 Royal Cres (at Clarke Rd)

**Family Centre Carling-Thames**

519-432-0488, ext 1

Northbrae Public School, 355 Belfield St (at Kipps Lane)

**Family Centre Fanshawe**

519-452-0362

Cedar Hollow Public School, 1800 Cedarhollow Blvd

**Family Centre Fox Hollow**

519-474-0190

Sir Arthur Currie Public School, 2435 Buroak Dr

**Nshwaasnangong Child Care and Family Centre**

519-914-2972

449 Hill St (at Maitland St)

**Family Centre Westminster**

519-649-1248

St Francis Catholic Elementary School, 690 Osgoode Dr

**Family Centre Westmount**

519-473-2825

St Rose of Lima Catholic Elementary School, 1019 Viscount Rd

**Family Centre White Oaks**

519-685-1400

White Oaks Public School, 565 Bradley Ave

**La Ribambelle Centre ON y va Academie de la Tamise**

519-472-3795

1260 Dundas St (at Highbury Ave N)

## LIBRARIES

Libraries have collections of books, CDs, and DVDs for borrowing or reference. Many also provide access to wifi, computers, and printers, and community programs like the Visiting Library Service

**Beacock**

519-451-8140 | 1280 Huron St (at Vesta Rd)

Tue-Thu 9am-9pm, Fri 10am-6pm, Sat 9am-5pm

**Bostwick**

519-471-4000 | 501 Southdale Rd W

(in StarTech.com Community Centre)

Tue-Thu 9am-9pm, Fri 10am-6pm, Sat 9am-5pm

**Byron**

519-471-4000 | 1295 Commissioners Rd W (at Sanatorium Rd)

Tue-Thu 9am-9pm, Fri 10am-6pm, Sat 9am-5pm

**Carson**

519-438-4287 | 465 Quebec St (near Dufferin Ave)

Tue, Thu 12noon-8pm (closed 4pm-5pm)

Wed, Sat 9am-5pm (closed 12noon-1pm)

Fri 10am-6pm (closed 1pm-2pm)

**Central**

519-661-4600 | 251 Dundas St (near Clarence St)

Mon-Thu 9am-9pm, Fri 9am-6pm, Sat 9am-5pm

**Cherryhill**

519-439-6456 | 301 Oxford St W (at Cherryhill Blvd)

Tue-Thu 9am-8pm, Fri 10am-6pm, Sat 9am-5pm

**Crouch**

519-673-0111 | 550 Hamilton Rd (at Sackville St)  
Tue-Thu 9am-9pm, Fri 10am-6pm, Sat 9am-5pm

**East London**

519-451-7600 | 2016 Dundas St (at Wavell St)  
Tue-Thu 9am-9pm, Fri 10am-6pm, Sat 9am-5pm

**Glanworth**

519-681-6797 | 2950 Glanworth Dr (near Bradish Rd)  
Tue 4pm-6pm, Sat 10am-12noon

**Jalna**

519-685-6465 | 1119 Jalna Blvd (at Renny Cres)  
Tue-Thu 9am-9pm, Fri 10am-6pm, Sat 9am-5pm

**Lambeth**

519-652-2951 | 7112 Beattie St (at Colonel Talbot Rd)  
Tue, Thu 12noon-8pm (closed 4pm-5pm)  
Wed, Sat 9am-5pm (closed 12noon-1pm)  
Fri 10am-6pm (closed 1pm-2pm)

**Landon**

519-439-6240 | 167 Wortley Rd (at Bruce St)  
Tue-Thu 9am-9pm, Fri 10am-6pm, Sat 9am-5pm

**Masonville**

519-660-4646 | 30 North Centre Rd (near Masonville Place)  
Tue-Thu 9am-9pm, Fri 10am-6pm, Sat 9am-5pm

**Pond Mills**

519-685-1333 | 1166 Commissioners Rd E (at Deveron Cres)  
Tue-Thu 9am-9pm, Fri 10am-6pm, Sat 9am-5pm

**Sherwood (Pop-up library during construction)**

519-473-9965 | 1225 Wonderland Rd N (at Gainsborough Rd)  
Tue 9am-9pm, Wed-Sat 9am-5pm

**Stoney Creek**

519-930-2065 | 920 Sunningdale Rd E (at Adelaide St N)  
Tue-Thu 9am-9pm, Fri 10am-6pm, Sat 10am-5pm



## **SENIORS' CENTRES**

Seniors' centres offer educational, recreational and social programs for seniors. Activities can include cards, crafts, day trips, fitness programs and guest speakers. There may be a fee for some programs.

### **City of London Seniors' Satellite Centres**

519-661-5575

Recreation and leisure programs that enhance the lives of older adults 55 years and over living in the community. Call or visit Play Your Way online to register.

#### **Argyle Seniors' Satellite - East London Library**

2016 Dundas St (at Clarke Rd)

#### **Byron Seniors' Satellite - Byron Optimist Community Centre**

1306 Norman Ave (at Stephen St)

#### **Boyle Seniors' Satellite - Boyle Memorial Community Centre**

530 Charlotte St (at Princess Ave)

#### **Chalmers Seniors' Satellite - Chalmers Presbyterian Church**

342 Pond Mills Rd (Commissioners Rd)

#### **Earl Nichols Seniors' Satellite - Earl Nichols Recreation Centre**

799 Homeview Rd (at Southdale Rd E)

#### **East Lions Seniors' Satellite - East Lions Community Centre**

1731 Churchill Ave (north of Wavell St)

#### **Medway Seniors' Satellite - Medway Community Centre**

119 Sherwood Forest Square

#### **Stronach Seniors' Satellite - Stronach Recreation Centre**

1221 Sandford St (at Cheapside St)

### **Hamilton Road Seniors' Centre**

519-661-5758

525 Hamilton Rd (east of Egerton St)

Mon-Fri 8:30am-4pm

### **Horton Street 50+ Centre**

519-434-9114

Boys and Girls Club of London, 184 Horton St E (at Richmond St)

Mon-Fri 7:30am-2pm

### **Kiwanis Seniors' Community Centre**

519-661-5740

78 Riverside Dr (at Wharncliffe Rd N)

## DOMESTIC VIOLENCE AND SEXUAL ASSAULT

Intervention and prevention services for victims and survivors of abuse. Services may include shelter and housing, health care, legal services, emotional support, counselling, system navigation, and accompaniment. Services may be specific to children, seniors, or women and their families.

### CHILDREN'S SERVICES

#### **Children's Aid Society of London and Middlesex**

Office: 519-455-9000

Emergency After Hours: 519-455-9000 ext 5

Mon-Fri 8:30am-4:30pm

1680 Oxford St E (at Second St)

Protects and cares for children at risk of abuse and neglect, and promotes the healthy development of children, families, and communities.

#### **Good2Talk**

1-800-925-5454 | Text GOOD2TALKON to 686868

Daily 24 hours

Confidential, anonymous telephone and text counselling service for mental health and addiction information, serving post-secondary students.

#### **Kids Help Phone**

1-800-668-6868 | Crisis Text Line - text CONNECT to 686868

Daily 24 hours

Provides confidential anonymous call and text counselling and referrals for abused children and youth.

#### **Merrymount Family Support and Crisis Centre**

Daily 24-hours: 519-434-6848

1064 Colborne St (at Huron St)

Immediate response to families with young children in an emergency or crisis situation. Overnight and flexcare for children birth to 13 years.

#### **N'Amerind Friendship Centre**

519-672-0131

Mon-Fri 8:30am-4:30pm

Culturally-informed support for Indigenous families involved in the child welfare system.

## **SENIORS' SERVICES**

### **CMHA Thames Valley Addiction and Mental Health Services**

#### **Support Line**

519-601-8055

Daily 24 hours

Confidential telephone support for people feeling anxious, isolated, lonely, sad, stressed, or need someone to talk to.

#### **Seniors Safety Line**

1-866-299-1011 | TTY 1-866-299-0008

Daily 24 hours

Crisis and support line for seniors who have experienced any type of abuse or neglect.

### **Service Ontario for the Ministry for Seniors and Accessibility**

1-866-910-1999

Mon-Fri 8:30am-5pm

Connect to information on legal services, wills, advance care planning, scams, elder abuse and preparing for emergencies.

## **WOMEN AND FAMILY SERVICES**

### **ANOVA**

Crisis 24-hour: 519-642-3000 or 1-800-265-1576

Office: 519-642-3003

255 Horton St E, 3rd Floor, Suite 5

Crisis line, one-on-one and group counselling, emergency shelters, and transitional housing support services for female-identified or gender non-conforming people who have experienced sexual or domestic violence and their children.

#### **Clarke Rd Shelter**

450 Clarke Rd (at Dundas St)

#### **Second Stage Housing**

1416 Ernest Ave (at Bradley Ave)

#### **Wellington Rd Shelter**

101 Wellington Rd (at McClary Ave)

#### **Family Court Support Program**

519-642-3003 ext 2288

Direct support for victims of domestic violence who are involved in the family court process.

#### **Group Program for Children Exposed to Woman Abuse**

Support group for children to safely discuss experience of violence in their home. Separate group for mother and caregivers to learn how to support the children.

**Assaulted Women's Helpline**

Crisis / 24-hour: 1-866-863-0511

24-hour telephone crisis line for women. Confidential and anonymous.

**Atlohsa Family Healing Services**

Crisis / 24-hour: 1-800-605-7477

Office: 519-438-0068

**Family Support Unit**

343 Richmond St, Suite 109 (at York St)

Intervention and prevention of family violence for the First Nations community through one-on-one and group counselling, traditional teaching circles, and advocacy.

**Yakhiya'take'nhas Supportive Housing**

219 St George St

Transitional housing for Indigenous women, with or without children, who are experiencing violence or homelessness, or are at risk.

**Zhaawanong Women's Shelter**

Crisis / 24-hour: 1-800-605-7477

519-432-2270

256 Hill St (at Wellington St)

Emergency shelter for Indigenous women, with or without children, experiencing abuse, violence or homelessness, or are at risk.

**Canadian Human Trafficking Hotline**

1-833-900-1010

24-hour confidential, multilingual hotline service connecting victims and survivors of human trafficking to social services, law enforcement, and emergency services.

**Carrefour des Femmes du Sud-Ouest de l'Ontario**

Crisis/24-hour: 1-877-336-2433 | Office: 519-858-0954

285 King St, 2nd Floor (at Wellington St)

Confidential support, awareness, programs, and referrals to community services for Francophone women dealing with violence and sexual assault.

**Changing Ways**

519-438-9869

555 Southdale Rd E, Unit 100 (between Jalna Blvd and Nixon Ave)

Counselling and educational programs and services for people who have assaulted their partners.

**Fem'aide – Ligne de soutien pour les femmes touchées par la violence**

Crisis/24-hour Helpline: 1-877-336-2433 (1-877-FEM-AIDE)

TTY: 1-866-860-7082

24-hour distress line for Francophone women who have experienced violence, are dealing with violence in an intimate relationship, or have been sexually assaulted. Confidential and anonymous.

**John Howard Society of London and District**

519-438-4168

601 Queen's Ave (at Adelaide St)

Mon-Thu 8:30am-4:30pm, Fri 8:30am-3pm

closed daily 12noon-1pm

**Anger Management Program** – 8-week program for people 16 years and older to help them recognize anger, identify triggers, learn to communicate more effectively, and make better decisions in the future. Individual or group format.

**Navigating Relationships Program** – 6-week program focused on establishing and maintaining healthy relationships.

**London Abused Women's Centre**

Crisis/24-hour: 1-866-863-0511

Office: 519-432-2204

797 York St, Unit 5 (at Rectory St)

Mon-Thu 9am-5pm, Fri 9am-4pm

Counselling, support, and advocacy for women 12 years and older, experiencing violence and abuse in their intimate relationships.

**Victim Services of Middlesex-London**

519-661-5636

601 Dundas St (in London Police Services station)

Mon-Fri 8:30am-4:30pm

Crisis intervention, safety planning, and referrals to community services for victims of crime and tragic circumstances. Self-referral or referral by police, emergency services, or other service providers.

**Muslim Resource Centre for Social Support and Integration**

519-672-6000

111 Waterloo St, Suite 101 (at Hill St)

Mon-Fri 9am-4:30pm

Family violence prevention and intervention services for Muslim and Arabic families.

## **Regional Sexual Assault and Domestic Violence Treatment Program**

Crisis/24-hour: 519-646-6100 ext 0

Office: 519-646-6100 ext 64224

24-hour emergency services and follow-up care for adults or children experiencing sexual assault or domestic violence. If you have been physically or sexually assaulted, go to the closest emergency room or visit the Urgent Care Centre at St Joseph's Hospital and ask to speak to a member of the program team.

## **Réseau-femmes du Sud-Ouest de l'Ontario**

1-888-946-3029

Support services for French-speaking women who are victims of violence or at risk of experiencing violence or abuse. Prevention work related to all forms of violence against women and their children.

### **NOTES**

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## EMPLOYMENT

### EMPLOYMENT ASSISTANCE

Employment assistance programs help people prepare for and find employment. Services include resume and interview assistance, skills training, and job finding services.

#### **Employment Ontario**

1-800-387-5656

Mon-Fri 8:30am-5pm

Helps people in Ontario get job training skills and the experience they need to find employment. Live chat available.

Employment Ontario offers Integrated Employment Services (IES) at several locations in London. IES services include access to Better Jobs Ontario, and access to Employment Ontario counsellors.

#### **Collège Boréal**

519-451-5194

142 Fullarton St, Unit R74 (Talbot Centre)

Mon-Fri 8:30am-4:30pm

Serving the Francophone community.

#### **Fanshawe College**

519-432-1220

Nelson Plaza, 155 Clarke Rd (at Trafalgar St)

Mon-Fri 8:30am-4:30pm

#### **Goodwill Industries**

519-850-9000

255 Horton St E, 2nd Fl (at Wellington St)

Mon-Fri 8:30am-4pm

Additional supports available through the Goodwill Career Centre.

#### **Leads Employment Services**

519-439-0352

171 Queens Ave, Suite 410 (at Richmond St)

Mon-Fri 8:30am-4:30pm

#### **London Training Centre**

519-685-4331

317 Adelaide St S, Unit 110 (at Commissioners Rd E)

Mon-Fri 8:30am-4:30pm

Also offers skills, training, and certification courses.

#### **Nokee Kwe**

519-667-7088

1069 Wellington Rd S, Unit 104 (at Bradley Ave)

Mon-Thu 8:30am-4:30pm, Fri 8:30am-4pm

## Employment Ontario - IES access (cont)

### **Pathways Employment Help Centre**

Additional job search supports available at both locations.

#### **Horton Campus**

519-667-7795

205 Horton St E, Unit 1

Mon-Fri 8am-4:30pm

#### **Dufferin Campus**

150 Dufferin St, Unit 100

519-439-0501

Mon-Fri 8am-4:30pm

### **WILL Employment Solutions**

519-663-0774

141 Dundas St, 4th Fl (at Richmond St)

Offers additional career supports, including **WILL Immploy** resources for newcomers to Canada, and **WILL Access** for internationally trained people seeking licensure or related employment in Ontario.

### **Youth Opportunities Unlimited**

519-432-1112

333 Richmond St (at York St)

Mon-Fri 8:30am-5pm

Additional services available through the Employment Resource Centre. Serving people age 15-30 (under 18 must be legally excused from school)

## **Other Employment Supports**

### **Job Bank**

[www.jobbank.gc.ca](http://www.jobbank.gc.ca)

Website of employment opportunities across Canada.

### **Fanshawe College - Occupation-Specific Language Training**

519-452-4430

431 Richmond St, Suite 200 (entrance on Carling St)

Mon-Fri 8:30am-4:30pm

Free workplace language training program for newcomers to Canada.

### **Links 2 Work**

[www.links2work.esc.network](http://www.links2work.esc.network)

Job search and resource website with links to Local Jobs Hub, The Apprenticeship Network, and the Learning for Life Tool.



**London Cross Cultural Learner Centre  
Job Search Workshop for Newcomers**

519-432-1133

505 Dundas St E (at Adelaide St N)

Mon-Fri 8:30am-4:30pm

Pre-employment program for newcomers looking to enter the Canadian workforce. Workshops, individual support, and follow-up support.

**EMPLOYMENT ASSISTANCE FOR  
PEOPLE WITH DISABILITIES**

Unemployed or underemployed people with disabilities can get help through drop-in resource centres, job search assistance programs, and job skills workshops. Employment counselling and career planning services offer ongoing support.

**ATN Access for Persons with Disabilities**

519-433-7950

1 Adelaide St N, Unit 15 (at Hamilton Rd)

Mon-Fri 8:30am-4pm

Technology and computer assisted learning courses and programs to help people with disabilities or learning barriers gain skills and prepare for employment. Access to Employment Ontario's Integrated Employment Services including Better Jobs Ontario, and access to Employment Ontario counsellors.

**Canadian Hearing Services, London Region**

1-866-518-0000

301 Oxford St W, Unit 4 (at Cherryhill Mall)

Mon-Fri 9am-5pm

Access to Employment Ontario's Integrated Employment Services including Better Jobs Ontario, and access to Employment Ontario counsellors, for people with hearing loss.

**Community Living London**

519-673-5600

523 South St (east of Maitland St)

Mon-Fri 8:30am-4:30pm

Assists people with a disability to achieve their employment goals through resume writing, job searches, development with potential employers and work site job coaching.

**Forward House of London**

519-455-0020

111 Waterloo St, Suite 402 (at South St)

Assists adults 18 and older with a developmental disability in the pursuit of employment.

**Goodwill Industries**

519-850-9000

255 Horton St E, 2nd Fl (at Wellington St)

Mon-Fri 8:30am-4pm

Services to guide and support people 16 and older with disabilities through the process of preparing for, finding, and keeping a job. Access to Employment Ontario's Integrated Employment Services including Better Jobs Ontario, and access to Employment Ontario counsellors.

**Hutton House Association for Adults with Disabilities**

519-472-6381 ext 1110

499 Hill St (east of Maitland St)

Mon-Fri 8:30am-4:30pm

Resources and coaching for people with physical or mental barriers to work. Access to Employment Ontario's Integrated Employment Services including access to Employment Ontario counsellors.

**Leads Employment Services**

519-439-0352

171 Queens Ave, Suite 410 (at Richmond St)

Mon-Fri 8:30am-4:30pm

Offers career planning, employment counselling, job search skills, job placement services, referrals and more.

**Lifeskills Centre**

519-680-3808

111 Belmont Dr, Suite 102 (at Wharncliffe Rd S)

Mon-Fri 8:30am-4pm

Assists people with disabilities to develop the necessary skills to gain and retain employment.

**March of Dimes**

519-642-3999

595 Bradley Ave, Unit 202

Employment services for people with a physical disability or mental health challenge, who need supports to enter or return to the workforce. Access to Employment Ontario's Integrated Employment Services including Better Jobs Ontario, and access to Employment Ontario counsellors.

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## FOOD

### MEAL PROGRAMS

A prepared meal or snack is provided to people free of charge or for a small fee. Call ahead as schedules are subject to change. Special meals may be offered during the holidays or summer.

#### **Ark Aid Street Mission**

519-667-0322

696 Dundas St E (at Lyle St)

Mon-Fri lunch or light snack 1:30pm-3:30pm

Mon-Fri dinner 5:30pm-6:30pm

Fri-Sun light snack 9:30am-12:30pm

#### **Calvary United Church - Breakfast**

519-434-5526

290 Ridout St S (at Garfield Ave)

Third Sat of the month 9am-10:30am

#### **Church of the Ascension - Breakfast and Bagged Lunch**

519-451-7780

2060 Dundas St E (near Wavell St)

Bagged Lunch: First Tue of the month 7am-9:30am

Community Breakfast: Third Tue of the month 8am-10am

#### **London Coffee House - Snacks**

519-204-4719

371 Hamilton Rd (west of Rectory St)

Mon-Fri 9:30am-12:30pm

#### **LUSO Community Services - Breakfast Program**

519-452-1466

1100 Victoria Dr (at Lord Elgin Public School)

Available for school-age children living within N5V, N5W, N5X and N5Y postal codes, during March Break, July, and August only.

#### **Muslim Soup Kitchen - Lunch**

Hyatt Mosque, 282 Hamilton Rd

Sat 12noon-1:30pm

Curbside pick-up.

#### **My Sisters' Place - Lunch and Snacks**

519-679-9570

566 Dundas St (at Adelaide St N)

Mon-Fri 11:30am-12:30pm (lunch), 5pm-6pm (snacks)

Sat-Sun 11am-1pm (snacks)

Women 16 years and older.

**Neighbourhood Resource Association of Westminster Park  
Westminster Breakfast Club**

519-680-0991

Westminster Optimist Centre, 650 Osgoode Dr (at Adelaide St S)  
Mon, Wed, Thu 7:45am-8:45am during the school year. Breakfast is  
provided to elementary students from Wilton Grove Public School  
and St Francis Catholic School.

**Paul's Place - Lunch**

519-434-8979

472 Richmond St (at Queens Ave)

Thu, Fri 11:30am-12:30pm

**Rowntree Memorial United - Lunch and Dinner**

519-432-8075

156 Elliott St (at Cheapside St)

Lunch: Wed 12noon-1pm

Dinner: Tue 5:30pm-6:30pm

**The Salvation Army Food Truck - Dinner Program**

**My Sisters' Place**

566 Dundas St (at William St)

Wed 5:45pm-6:15pm

**Innovation Works**

201 King St (at Clarence St)

Wed 6:25pm - 6:55pm

**The Salvation Army-Westminster Park - Dinner**

519-668-0025

1190 Southdale Rd E

Mon 5pm-5:30pm

Runs January through May and September through November,  
excluding holidays.

**St Andrew Memorial Anglican Church - Breakfast**

519-434-5281

55 Foxbar Rd (at Wellington Rd)

Last Sat of the month 9am-10:30am

**St Francis-St Martin Catholic Parish - Breakfast**

519-433-8175

46 Cathcart St (at Elmwood Ave E)

Fourth Sat of the month 9am-10:30am

**St George's Anglican Church - Dinner**

519-438-2994

227 Wharncliffe Rd (at Oxford St W)

Second and fourth Fri of the month 5pm-6pm

**St Joe's Cafe - Breakfast and Lunch**

519-432-0660

602 Queens Ave, Unit 101 (at Adelaide St)

Mon-Fri 9:30 am-11am, 12noon-1:30pm

Sat and holidays 11am-12:45pm

Closed Good Friday, Christmas Day, New Year's Day

**St John the Divine - Dinner**

519-471-4220

390 Base Line Rd W (south of Southcrest Dr)

Tue 5pm-6pm (dinner), 6pm-6:30 (hospitality)

**St John the Evangelist Church - Community Lunch and Dinner**

519-432-3743

280 St James St (at Wellington St)

Lunch: Tue 11:30am-12:30pm

Dinner: Sat 4pm-5pm

**St Jude's - Breakfast**

519-660-6198

1537 Adelaide St N (at Fanshawe Park Rd N)

First, third, and fifth Sat of the month 9am-10:30am

**St Michael's Roman Catholic Parish - Dinner**

519-433-6689

511 Cheapside St (at Maitland St)

Mon 5:30pm-6:30pm

**Trinity United Church - Dinner**

519-455-2710

76 Doulton St (at Hale St)

First Sunday of each month 5:30pm-6:30pm

**Youth Action Centre - Lunch and Dinner**

519-432-1112 ext 101

332 Richmond St (at York St)

Lunch: Mon-Fri 10am-4pm

Dinner: Mon-Fri 4pm - until supplies run out

Youth 16-24

**NOTES**

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## FOOD BANKS

Food banks provide food items on an emergency basis to people in need. Banks usually provide a one to three day supply of food, once a month, to once every three months. Identification for each family member, proof of income and residency may be required. Most food banks distribute baby food.

### **London Food Bank**

519-659-4045

926 Leathorne St (at Adelaide St S)

Mon-Fri 9am-4pm

Identification for all family members required. Individuals and families can come for help **once a month**.

These are **satellite** locations (as of Feb 2025), where a visit will count as that monthly visit to the Food Bank. Call to confirm satellite locations, or go to [www.informationlondon.ca](http://www.informationlondon.ca) to see the monthly list.

### **Crouch Neighbourhood Satellite - N6B, N5W, N5Z**

519-642-7630

209 Egerton St (Egerton Baptist Church)

Fri 1:30-3:30 No appt necessary.

### **LUSO Neighbourhood Mobile Bank - N5V, N5W, N5X, N5Y**

Call 519-452-1466 to register.

### **Fiddlers Green Satellite - N6H**

519-471-8444 ext 0

970 Oxford St W (Oakridge Presbyterian Church)

Third Thu of the month, 1pm-3pm

### **South London Neighbourhood Resource Centre - N6C, N6E, N6H, N6J**

519-686-8600

1119 Jalna Blvd (inside Jalna Library)

Mon - Fri 10am-3pm. No appointment needed.

### **Northwest London Resource Centre - N6G, N6H**

519-471-8444 ext 0

Sherwood Forest Mall, 1225 Wonderland Rd N, Unit 27A

Third Thu of the month, 1pm-3pm. Appointment preferred.

### **Westminster Satellite**

519-280-3328

650 Osgoode Dr (at Southdale Rd)

Second Wed of the month, 1pm-3pm. Appointment required.

### **Southcrest Satellite - N6J**

519-280-3328

471 Ridgewood Cr (Mount Zion United Church)

Second Wed of the month, 1:30pm-3:30pm. Appointment required.

## London Food Bank **satellite** locations (cont)

### **St. George's Anglican Church - N6A, N6C, N6H, N6J**

519-438-2994

227 Wharncliffe Rd (at St. Patrick St)

Third Fri of each month, 11:30am - 1:30pm.

Appointment preferred.

### **Caring Canadians Society - Food Bank**

589 Wonderland Rd N (at Oxford St W)

Mon-Thu 10am-2pm

### **Paul's Place**

519-434-8979

472 Richmond St (St Paul's Cathedral, at Queens Ave)

Mon-Fri 9am-11:30am

Identification required. Emergency three-day supply of food items.

### **Youth Opportunities Unlimited**

519-432-1112 ext 101

Youth Action Centre, 332 Richmond St, Suite 102

Mon-Fri 10am-6pm

Emergency food bank for youth age 16-24.

## **NEIGHBOURHOOD FOOD BANKS**

Neighbourhood food banks and emergency food cupboards serve people **living in the immediate area**. Proof of residency, income, and/or identification may be required.

### **Byron Cares Food Bank**

519-471-1250

Byron United Church, 420 Boler Rd

Tue, Fri 1pm-3pm

### **Chalmers Presbyterian Church Care and Share**

519-681-7242

342 Pond Mills Rd (at Commissioners Rd E)

Wed 12noon-1pm. Appointment required. For residents of Pond Mills and Glen Cairn.

### **Crouch Neighbourhood Resource Centre - Community Food Cupboard**

519-642-7630

550 Hamilton Rd (Crouch Library)

Tue-Thu 9am-5pm, Fri 10am-5pm. Serves residents of N5W 0, 1, 2, 3 and 6, N5Y 3, N5Z 1 and 2, N6A 3 and 5, N6B 1 and 2.

### **East London United Church Outreach (ELUCO)**

#### **Food Cupboard**

519-451-0600

1461 Huron St (Gethsemane Gardens)

Wed, Fri 9:30am-12noon. Appointment required.

**Family Centre Westminster Baby Food and Diaper Cupboard**

690 Osgoode Dr (at Southdale Rd E)

519-649-1249

Mon-Fri 9am-4pm

Baby food bank and emergency food for residents of the Westminster area.

**Glen Cairn Community Resource Centre - The Centre Market**

519-668-2745

244 Adelaide St S (at Commissioners Rd E)

Mon, Tue, Thu 9:30am-2:30pm, Wed 9am-12noon. Fresh fruits and vegetables, non-perishables, and personal hygiene items for anyone in need. Identification required. Residents of Glen Cairn and Pond Mills.

**London Community Chaplaincy - Emergency Food Cupboard**

Call ahead for supply availability.

**Southdale location**

519-685-2771

977 Southdale Rd E

For people and families living in the Southdale LMCH community.

**Limberlost location**

519-472-2459

1481 Limberlost Rd, Unit 136

For people and families living in the Limberlost LMCH community.

**LUSO Emergency Food Cupboard**

519-452-1466

1100 Victoria Dr (Lord Elgin Public School)

Tue, Thu 8:30am-12noon, Wed 1:30pm-4:30pm

Residents in N5Y, N5V, N5X, N5W postal code areas.

**Northwest London Resource Centre - Emergency Food Cupboard**

519-471-8444

Sherwood Forest Mall, 1225 Wonderland Rd N, Unit 27A (at Gainsborough Rd)

Call for hours (not the same as the Centre's office hours)

**St John the Divine - Community Fridge London**

390 Base Line Rd W

519-476-5662

Community fridge can be accessed any time. Located near a school, it is busy with traffic in the morning and late afternoon.

**St George's Anglican Church - Sharing Cupboard**

519-438-2994

227 Wharncliffe Rd N (at Oxford St W)

Second Thursday of each month 10am-12noon.



## **COLLEGE AND UNIVERSITY FOOD BANKS**

Food items provided on an emergency basis for registered students only.

### **Fanshawe College - The Sharing Shop**

519-452-4109

1001 Fanshawe College Blvd, FSU Office (SC1000)

Provides full-time Fanshawe students with grocery items and toiletries. Breakfast program also available. Visit website:

<https://www.fsu.ca/sharing-shop>

### **Western University - Food Support Services**

519-661-3574

1151 Richmond St, UCC, Room 40F (lower level)

Mon-Thu 10am-4pm

Food bank and Confidential Food Hamper Service. Visit website:

<https://westernusc.ca/services/food-support-services/>

### **London Food Bank**

519-659-4045

926 Leathorne St (at Adelaide St S)

Sat 9am-10:45am

Western University and Fanshawe College only, Jan-Jun and Sep-Nov

## **OTHER FOOD PROGRAMS**

### **City of London Community Gardens**

Community gardens located on municipally owned land that provide residents with access to healthy and low-cost food.

To register, call 519-661-5575 or email general questions to [communitygardens@london.ca](mailto:communitygardens@london.ca).

### **Middlesex-London Health Unit (MLHU) - Harvest Bucks**

Harvest Bucks are vouchers used to buy fresh vegetables and fruit at participating locations in London. MLHU distributes Harvest Bucks to community food programs. **Contact your local community health centre, neighbourhood resource centre or emergency food cupboard** to see if they distribute Harvest Bucks through programs

you're interested in and eligible for. Visit [www.healthunit.com/harvest-bucks](http://www.healthunit.com/harvest-bucks) for more details.

### **Society of St Vincent De Paul Food Vouchers**

Contact any Catholic Church to arrange a home visit from a volunteer to discuss needs. Clothing, food and/or furniture vouchers may be issued. Clothing and furniture vouchers are handled through parishes

## **FIND A DOCTOR**

### **Ontario Ministry of Health**

#### **Health Care Connect**

Call 811

A telephone referral service that connects people in Ontario that do not have a regular family health care provider with doctors and nurse practitioners that are accepting new patients.

## **COMMUNITY AND PUBLIC HEALTH SERVICES**

Community care, public health, and government health care programs are listed here. Some services do not require a valid Ontario Health Insurance Plan (OHIP) card. Check with the provider. For a list of walk-in and other medical clinics visit:  
[www.SouthWesthealthline.ca](http://www.SouthWesthealthline.ca).

### **London InterCommunity Health Centre**

519-660-0874

659 Dundas St E (at Lyle St)

Primary health care, health promotion, and community programs. Services aimed at people living with a low income, newcomers, people living with chronic and complex illness.

#### **Huron St Site**

519-659-6399

1355 Huron St, Unit 7 (Huron Heights Plaza)

#### **Argyle Site**

519-660-5853

1700 Dundas St, Unit 1 (at Third St)

### **Anonymous HIV/AIDS Testing - Options Clinic**

519-709-5903

659 Dundas St E (at Lyle St)

Mon 9am-3:30pm (closed 11:30am-1pm), Tue-Fri 9am-11:30am,

No referral or identification required. Appointments preferred.

Pre-and post-test counselling and information. Rapid testing available for eligible groups at higher risk of contracting HIV.

### **Middlesex-London Health Unit**

519-663-5317

Citi Plaza, 355 Wellington St, Suite 110 (at King St)

Administration hours: Mon-Fri 8:30am-4:30pm

Health agency providing clinical services, health education programs, and information on healthy living

## **Ontario Ministry of Health**

### **Ontario Health Insurance Plan (OHIP)**

1-800-267-8097

Mon-Fri 8:30am-5pm

Health cards allow eligible persons to receive certain health care services free of charge. To apply for OHIP coverage, visit any ServiceOntario counter:

920 Commissioners Rd E, Unit 118

100 Dundas St, Main Fl

1790 Dundas St E, Unit 18

2295 Wharncliffe Rd S, Unit 2

### **Assistive Devices Program (ADP)**

1-800-268-6021

Assists with the cost of authorized devices and supplies for persons with a physical disability lasting 6 months or longer. Specific eligibility criteria for each device category.

### **Health811**

Call 811

TTY: 1-866-797-0007

Free, confidential service Ontarians can access by calling, chatting online, or visiting the website. For non-emergency issues only.

### **Home Oxygen Therapy Program**

1-800-268-6021

Assists with the cost of oxygen and equipment for people on long-term oxygen therapy.

### **Trillium Drug Program**

1-800-575-5386

Assists with the cost of certain prescription drugs for eligible Ontario residents.

## **Ontario Health atHome**

1-800-811-5146

356 Oxford St W (at Beaverbrook Ave)

Information about community health and support services. Coordinates access to publicly-funded home health care and long-term care homes.

## **Regional HIV/AIDS Connection**

519-434-1601 or 1-866-920-1601

602 Queens Ave, Unit 201 (at Adelaide St N) Counselling, referrals, prevention services and practical supports for people living with or affected by HIV/AIDS or Hepatitis C.

### **Southwest Ontario Aboriginal Health Access Centre**

519-672-4079

493 Dundas St (between Maitland St and William St)

Health professionals assess and treat non-life-threatening injuries or illnesses. Culturally appropriate programs and services for Indigenous peoples, combining traditional healing and Western medical practices.

### **DENTAL CARE**

Dental clinics specialize in the care of teeth and gums including the prevention, diagnosis, and treatment of their diseases. The organizations listed below provide options for low-cost dental care.

#### **Canadian Dental Care Plan**

For Canadians residents who do not have dental insurance, who have filed a Canadian tax return for the previous year, and who have a family net income less than \$90,000. Visit [www.canada.ca](http://www.canada.ca) for more information.

#### **Middlesex-London Health Unit**

519-663-5317 ext 2231

Citi Plaza, 355 Wellington St (at King St)

Mon-Fri 8:30am-4:30pm

Dental preventative services for qualifying children and youth 17 years old and younger.

#### **Ontario Seniors Dental Care Program**

Free routine dental care for adults 65 and older. Must meet income requirements and have no access to any other form of dental benefits. Apply online at [www.ontario.ca/seniorsdental](http://www.ontario.ca/seniorsdental).

#### **Wright Clinic (The)**

519-668-1331

Glen Cairn Community Resource Centre, 244 Adelaide St S (at Commissioners Rd E)

Routine dental services for London and Middlesex County residents who are 18 years and older who do not have a dentist. Call to confirm eligibility.

#### **Western University**

##### **Schulich Medicine and Dentistry**

##### **Children's Dental Clinic 519-661-3329**

Low-cost dental treatments provided by dental students to children 2 to 12 years old.

##### **Adult Clinic 519-661-3326**

Free dental care for low-income families who do not have dental insurance. Services include examinations, x-rays, cleanings, and basic fillings.

## **PARENTING AND HEALTH PROGRAMS FOR YOUNG FAMILIES**

The services listed below provide health supports to parents, caregivers, and the children in their care. Services may focus on pregnancy, prenatal and postnatal care for expecting mothers, or for those welcoming an adoptive child into their lives.

### **Childreach**

519-434-3644

265 Maitland St (at Hamilton Rd)

Administration: Mon-Fri 9am-4pm

Family resource centre that offers education, information, support, and outreach. Drop-in playroom with staff-guided activities.

### **Glen Cairn Community Resource Centre - Wee Welcome Program**

519-668-2745

244 Adelaide St S (at Commissioners Rd E)

Administration: Mon-Thu 9am-4pm

Information and referral to health, housing, and parental support.

### **Merrymount Family Support and Crisis Centre**

519-434-6848

1064 Colborne St (at Huron St)

Administration: Mon-Fri 8am-5pm

Services to support children under 13 and their families who are going through a crisis or transition.

### **Middlesex-London Health Unit**

519-663-5317 ext 2280

Citi Plaza, 355 Wellington St (at King St)

Administration: Mon-Fri 8:30am-4:30pm

Programs include Breastfeeding Support, Healthy Babies Healthy Children, Nurse-Family Partnership, Parent Resources, Prenatal Health Education, and Smart Start for Babies.

### **N'Amerind (London) Friendship Centre**

519-672-0131

260 Colborne St (at Horton St E)

Administration: Mon-Fri 8:30am-4:30pm

Family support, parenting classes, and prenatal and postnatal support for people of Indigenous and First Nations ancestry, and their families. Programs include Canadian Prenatal Nutrition Program and Aboriginal Healthy Babies Health Children.

### **Vanier Children's Mental Wellness - Vanier Children's Services**

Crisis and Intake: 519-433-0334 | Office: 519-433-3101

871 Trafalgar St (near Hamilton Rd)

Mon-Fri 8:30am-4:30pm

Children's mental health centre offering community-based assessment, counselling, and treatment for children and families.

## HOUSING AND SHELTER

### **SOCIAL AND AFFORDABLE HOUSING**

Affordable housing provides people with housing that meets their needs and that they can afford. See Money on page 54 for financial assistance programs that help with housing costs.

#### **Canada Mortgage and Housing Corporation Assistance Programs** 1-800-668-2642

Funds affordable housing programs (repairs, renovations, and/or adaptations) for older adults, people with disabilities, Indigenous people, and low-income Canadians.

#### **First Nations Housing Co-op**

226-374-6238

665 Lorne Ave (at Elizabeth St)

Helps low-income First Nations households living in urban areas obtain suitable and affordable rental housing.

#### **Housing Stability Services**

##### **City of London**

519-661-4663

Citi Plaza, 355 Wellington St, 2nd Fl (at King St)

Mon-Fri 8:30am-4:30pm

Connects eligible households with community housing and rent supplements. **Housing Access Centre (HAC)** provides information and processes applications for rent geared-to-income housing and rent supplements. **Coordinated Access Team** assesses people at risk of homelessness and connects them to financial and social supports.

#### **LIFE\*SPIN - Affordable Housing Initiative**

519-438-8676

866A Dundas St E (at Ontario St)

Mon-Wed 8:30am-4:30pm, by appointment

Assists people with low incomes to secure permanent, affordable housing. Also assists guardians, support workers, Ontario Works and Ontario Disability Support Program administrators assign housing to those who qualify.

#### **London and Middlesex Community Housing**

519-434-2765

Oxbury Centre, 1299 Oxford St, Unit 5C5 (at Highbury Ave N)

Provides rent-geared-to-income housing accommodation at 32 properties across London. Information and list of properties available at [www.lmhc.ca](http://www.lmhc.ca). Apply through City of London Housing Access Centre.

**March of Dimes****Home and Vehicle Modification Program**

1-877-369-4867

291 King St, 3rd Floor (at Wellington St)

Mon-Fri 9am-4:30pm

Financial assistance towards the cost of required home or vehicle modifications for eligible Ontario residents of any age who have a long-term physical disability.

**The Municipal Property Assessment Corporation Disabled and Senior Exemption Program**

1-866-296-6722

Mon-Fri 8am-5pm

Property tax relief program for homes built or modified to accommodate older adults and persons with disabilities.

**Unity Project**

519-433-8700

717 Dundas St E (at Lyle St)

**Supportive Housing** connects people with private, rent geared-to-income accommodations with shared amenities. All intakes referred through City of London Coordinated Access.

**Housing Stability Program** supports people with a history of chronic homelessness to obtain housing and maintain stability in the community. Check for availability through City of London Homeless Prevention Team: 519-661-4663.

## **DROP-IN CENTRES, STREET OUTREACH AND RESTING SPACES**

**Drop-in centres** provide social and recreational activities, snacks, information, support and in some cases, counselling. Showers and laundry facilities may be available. **Street outreach** programs provide relief and transitional support to people living on the street. **Resting spaces** provide a place to stay overnight as an alternative to emergency shelters.

**Ark Aid Street Mission**

519-667-0322

696 Dundas St E (at Lyle St)

Mon-Fri 1pm-8pm, Sat-Sun 9am-8pm

Overnight spaces by referral only, 9pm-8am

Provides resting spaces, warm meals, and street outreach for individuals experiencing homelessness.

**CMHA Thames Valley Addiction and Mental Health Services  
Coffee House Program**

519-204-4719

371 Hamilton Rd (at Redan St)

Mon-Fri 9:30am-12noon

Drop-in centre that provides free coffee, tea, juice, and a light snack. Available as a cooling/warming centre during extreme weather alerts. For adults 16 years and older with limited social and financial resources, including adults with mental health issues.

**CMHA Thames Valley Addiction and Mental Health Services  
My Sisters' Place**

519-679-9570 ext 5000

566 Dundas St (at Adelaide St N)

Mon-Fri 9:30am-9:30pm (closed 4pm-4:30pm)

Sat, Sun 10:30am-1:30pm

Drop-in support centre for women 16 years and older. Services include information and referral, a meal, shower and laundry, counselling, computer and phone access, day beds, harm reduction, CounterPoint needle exchange program, case management, Indigenous women's program, and a nurse practitioner-led clinic.

**LIFE\*SPIN - The "Living Room"**

519-438-8676

866A Dundas St E (at Ontario St)

Mon-Wed 8:30am-4:30pm (closed 12noon-1pm)

Resource space for people living with low income or affected by poverty. Programs include workshops, community events, community kitchen.

**London Cares Homeless Response Services**

519-667-2273

Outreach services available daily 24 hours. Street Outreach and Informed Response team, Housing Selection Workers, and Housing Stability Workers, all work to improve health and housing outcomes for people experiencing homelessness.

**London InterCommunity Health Centre  
Health Outreach Clinic**

519-660-0874

659 Dundas St E (at Lyle St)

Mon, Tue 9am-4pm, Wed 9am-6pm, Thu 9am-4pm,

Fri 9am-12noon

Outreach and health programming for people experiencing or at risk of homelessness and people affected by substance use.

**London Youth for Christ - Youth Connect**

519-686-0093

254 Adelaide St S (at Commissioners Rd E)

Administration Mon-Fri 8am-4pm. Christian outreach for youth. Includes onsite and school outreach programs.



## **Mission Services of London**

### **Community Mental Health Programs**

#### **Resource Centre**

519-433-2807

Call ahead, hours vary. Multipurpose room with access to a telephone, computers, and some programming. Access to function assessments, addiction assessments, and referrals to appropriate treatment centres.

#### **Streetscape**

519-439-7700

Crisis outreach services for community mental health program participants. Team helps navigate and access other social services, food service agencies, and community resources.

## **SafeSpace London**

Email: [SafeSpace.Coordinators@SafeSpaceLondon.ca](mailto:SafeSpace.Coordinators@SafeSpaceLondon.ca)

Volunteer-run support centre for sex workers, allies, and women and gender non-conforming people in crisis. Provides harm reduction supplies, HIV and STI educational resources, cosmetics, clothes, hygienic goods, first aid, coffee, and tea.

#### **Bad date/Check-in Line**

519-868-6477

Message system for sex workers to communicate anonymously with the broader community about a bad date.

**If you are being trafficked/abused call ANOVA's 24 hour line at 519-642-3000.**

## **St Paul's Cathedral Fellowship Centre**

519-434-8979

472 Richmond St (at Queens Ave)

Thu, Fri 11:30am-12:30pm

Drop-in centre for adults 20 years and older dealing with poverty, homelessness, and unemployment.

## **Youth Opportunities Unlimited**

Youth Action Centre

519-432-1112 ext 101

The Cornerstone, 332 Richmond St (at York St)

Mon-Fri 10am-6pm. Drop-in centre offering support services for youth 16 to 24 years.

## **EMERGENCY SHELTER AND TRANSITIONAL HOUSING**

Shelters offer emergency short-term accommodation and meals. Transitional housing provides longer-term accommodation for residents with supports to assist them with independent living.

### **Anova**

Crisis 519-642-3000 or 1-800-265-1576 | Office 519-642-3003  
Emergency shelters, second stage housing, transitional outreach and telephone helpline for women and their children.

#### **Shelters**

450 Clarke Rd (at Dundas St)

101 Wellington Rd (at McClary Ave)

Emergency short-term shelter for abused women, with or without children.

#### **Second Stage Housing**

1416 Ernest Ave (at Bradley St)

25-unit complex. Rent geared to income.

### **Atlohsa Family Healing Services**

#### **Zhaawanong Women's Shelter**

Crisis 1-800-605-7477 | Shelter 519-432-2270

256 Hill St (at Wellington St)

A shelter for women, with or without children, belonging to the First Nations community who are at high risk of further abuse in the family home.

### **Mission Services of London**

#### **Men's Mission**

519-672-8500

459 York St (at Maitland St)

Emergency shelter and transitional housing for homeless men 16 years and older. Daily 24-hour emergency admission.

#### **Rotholme Family Shelter**

City of London Coordinated Access Team: 519-661-4663,

Mon-Fri 9am-4pm

Outside of those hours, call Rotholme Family Shelter

Intake: 519-673-4114

42 Stanley St (at Wharncliffe Rd S)

Emergency shelter for parents and their children, who are homeless with no other shelter options.

**The Salvation Army, Centre of Hope**

519-661-0343 ext 0

281 Wellington St (at Horton St)

Emergency shelter and transitional housing for up to one year. For single men and women 16 years and older. Staff available to help with basic needs, housing search, and referrals to community resources.

**Unity Project for Relief of Homelessness in London**

519-433-8700

Currently operating out of a hotel until further notice

Emergency shelter and transitional housing for people 18 years and older, accommodating people with medical conditions, couples, and people with pets. All intakes through City of London's Coordinated Access Team - 519-661-4663.

**Youth Opportunities Unlimited - Community Youth Hub**

Diversion Team (intake): 519-432-1112 ext 710

Hub Staff: 519-931-7412

Victoria Hospital, 800 Commissioners Rd E, Bldg 16

Community hub for youth age 16-24 experiencing homelessness.

Access to health care and wraparound services.

**Youth Opportunities Unlimited - Housing First Youth Shelter**

519-686-1038

Mon-Fri 8:30am-5pm

Emergencies after business hours: 519-432-1112 ext 710

585 Clarke Rd

30-bed emergency shelter for youth age 16-24 experiencing homelessness.

**HOUSING REFERRAL AND RIGHTS**

Assistance is provided to people with low to moderate incomes to help find affordable housing. Also provides information about landlord and tenant rights and obligations for rental properties, including rent control guidelines. Visit [www.ontariotenants.ca](http://www.ontariotenants.ca) for rights, social justice, and rental housing issues information.

**City of London**

Municipal Compliance

Complaints: 519-661-4660, email: [enforcement@london.ca](mailto:enforcement@london.ca)

Enforcement officers address structural or unsafe conditions under the Property Standards Acts, and investigate landlord/tenant issues

**Fanshawe College - Off-Campus Housing Listings**

1-866-766-0767

1001 Fanshawe College Blvd (at Oxford St E)

Mon-Fri 9am-7pm, Fri 9am-5pm

Maintains listings of housing available for Fanshawe College students.

**Fanshawe College - Housing Mediation Services**

Email [housing.mediation@fanshawec.ca](mailto:housing.mediation@fanshawec.ca)

Free confidential resource to resolve problems between students and landlords or residents/neighbours.

**First Nations Housing Co-Op**

226-374-6238

665 Lorne Ave (at Adelaide St N)

Housing cooperative helping low-income First Nations households living in urban areas to obtain suitable and affordable rental housing in the private market.

**Landlord and Tenant Board  
Southwestern Regional Office**

1-888-332-3234

150 Dufferin Ave, Suite 400 (at Richmond St)

Tenant and landlord rights, dispute resolution, and rent increase regulation information. Access to the Residential Tenancies Act.

**Western University - Off-Campus Housing Listings**

519-661-3550

Ontario Hall, 230 Sarnia Rd, Rm 3C1

Mon-Fri 8:30am-4:30pm

Maintains listings of housing available for Fanshawe College students.

**Western University - Housing Mediation Services**

519-661-3787

Ontario Hall, 230 Sarnia Rd, Rm 3C1

Assists in the resolution of problems between students and landlords or residents/neighbours.

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## SUPPORT SERVICES

Supports available to immigrants, refugees, and newcomers.  
Visit [www.informationlondon.ca](http://www.informationlondon.ca) for service listings pertaining to specific ethnocultural groups.

### **Across Languages Translation and Interpretation**

519-642-7247

920 Commissioners Rd E (at Adelaide)

Mon-Fri 8am-5pm

Provides trained interpreters and translators to community agencies.

### **Carrefour communautaire francophone de London**

519-673-1977

920 Huron St (at Barker St)

Mon-Fri 8:30am-5pm

Francophone community centre with cultural, educational, recreational, spiritual, and social activities and programs.

### **Conseil scolaire catholique Providence**

#### **Nouveaux-arrivants**

519-673-1035

1569 Oxford St E (at First St)

Provides newcomer assistance and settlement support for newcomer families to help them adapt to the Ontario school system and life in Canada.

### **Conseil scolaire Viamonde**

1-888-583-5383

Provides newcomer assistance and settlement support for newcomer families to help them to adapt to the Ontario school system and life in Canada.

### **Immigration, Refugees and Citizenship Canada**

1-888-242-2100

London District Office, 417 Exeter Rd (at Chalkstone Dr)

Government information about immigrating to and settling in Canada, and Canadian citizenship.

### **Islamic Centre of Southwest Ontario**

519-668-2269

951 Pond Mills Rd (south of Hwy 401)

Mon-Fri 9am-5pm

Religious organization that offers social and educational programs to help immigrants and newcomers.

**London and District Catholic School Board (LDCSB)****Welcome Centre for New Families to Canada**

519-636-2511

Mon-Fri 9:30am-3pm

Provides newcomer assistance and settlement support for newcomer families to transition to the community and schools. By appointment only.

**London and Middlesex County Portal**

[www.immigration.london.ca](http://www.immigration.london.ca)

An online resource for newcomers to London and Middlesex County with information on health care, housing, legal services, transportation and more.

**London and Middlesex Local Immigration Partnership**

[www.london.ca/immigration/moving-immigration/london-middlesex-local-immigration-partnership](http://www.london.ca/immigration/moving-immigration/london-middlesex-local-immigration-partnership)

Website providing information to help immigrants settle in London. Includes information on settlement services, language training, employment, education, and health services.

**London InterCommunity Health Centre**

Social and health services for newcomers, including the Newcomers Clinic and Women of the World groups. Referral required from London Cross Cultural Centre at 519-432-1133.

**LUSO Community Services**

519-452-1466

1193 Oxford St E, Unit 2 (at Highbury Ave N)

Mon-Fri 9am-5pm

Programs and activities to support language skills and build social networks through **Newcomer Youth Outreach and Support** and **Newcomer Adult and Families Support**.

**Muslim Resource Centre for Social Support and Integration**

519-672-6000

111 Waterloo St, Suite 101 (at Hill St)

Mon-Fri 9am-4:30pm

Outreach service with the purpose of connecting the Muslim community to local supports, services, and resources.

**Thames Valley District School Board (TVDSB)****One World International Welcome Centre**

519-452-2177

Louise Arbour French Immersion Public School, 365 Belfield St (at Kipps Lane)

Provides newcomer assistance and settlement support for newcomer families to transition to the community and TVDSB schools.

## SETTLEMENT SERVICES

Settlement services help newcomers settle and adjust to their new life in Canada and may include interpretation and translation of documents, or help to arrange these services: help filling out forms and applications, enrolling in English as a Second Language Programs, and finding information about other community services, schools and health care.

### **City of London – Moving and Immigration**

[www.london.ca/immigration/moving-immigration/after-you-arrive](http://www.london.ca/immigration/moving-immigration/after-you-arrive)

Online portal to help newcomers access settlement support services.

### **Collège Boréal – Immigration and Integration Services**

519-451-5194

Talbot Centre, 142 Fullarton St, Unit R74

Information and referral to newcomers to help them settle, adapt, and integrate in London.

### **Cross Cultural Learner Centre**

519-432-1133

343 Dundas St (at Waterloo St)

Mon-Fri 8:30am-4:30pm

Orientation services for newcomers on government and community services, education, employment, housing, and language.

### **LUSO Community Services**

519-452-1466

1193 Oxford St E, Unit 2 (at Highbury Ave N)

Settlement counselling available to newcomers and refugees regardless of status or time in Canada.

### **Northwest London Resource Centre**

#### **Settlement Integration Services**

519-471-8444

Sherwood Forest Mall, 27A-1225 Wonderland Rd N

Mon-Thu 9am-7pm, Fri-Sat 9am-5pm

Settlement Integration Services team offers connection to services to support settlement into life in Northwest London.

### **Settlement.org**

[www.settlement.org](http://www.settlement.org)

Information website to help newcomers settle in Ontario.





## LEGAL SERVICES

### ADVOCACY SERVICES

Advocacy services support the enforcement of laws that protect and promote the rights and interests of people. Community legal clinics offer assistance in matters related to disability support, pensions, and other government programs.

#### **Advocacy Centre for the Elderly**

1-855-598-2656

Mon, Wed, Fri 9am-12noon and 2pm-4pm

Community legal clinic providing a range of legal services to low income seniors. Focus on elder law issues, such as health care consent, retirement home tenancies, elder abuse.

#### **Family Law Information Centre**

1-800-713-0047 ext 700

Mon-Fri 9am-4pm

Court House, 80 Dundas St (at Ridout St N)

Drop-in information and resource centre.

#### **Human Rights Legal Support Centre**

1-866-625-5179

Mon, Tue, Wed, Fri 9am-5pm, Thu 2pm-5pm

Independent human rights-related legal and support services to individuals who believe they have been discriminated against.

#### **Law Society of Ontario Referral Service**

1-800-668-7380

Mon-Fri 9am-5pm

Referral to registered lawyers or paralegals based on client needs, law required, and geographic area.

#### **Legal Aid Ontario**

1-800-668-8258

150 Dufferin Ave, 7th Fl (at Richmond St)

Tue-Thu 8:30am-4:30pm

Issues legal aid certificates to pay for legal costs.

#### **London Family Duty Counsel**

519-660-2308

80 Dundas St, 2nd Floor

Mon-Fri 8:30am-4:30pm

#### **London Criminal Duty Counsel**

519-660-5095

80 Dundas St, 2nd Floor

Mon-Fri 8:30am-4:30pm

**LIFE\*SPIN - Public Legal Education**

519-438-8676

866A Dundas St E (at Ontario St)

Plain-language information and training materials regarding poverty issues and legislative changes. Public presentations and consultations related to legal low-income issues.

**London Family Court Clinic**

519-679-7250

254 Pall Mall St, Suite 200 (at Wellington St)

Advocates on behalf of the needs of children, youth, and families in crisis because of crime and violence. Programs include Child Victim Witness Program, Youth Justice Assessments, and Youth Therapeutic Court Worker.

**Mediation Centre**

1-800-713-0047

380 Wellington St, Tower B, 6th Fl

Court-attached mediation services for those with disputes in family law.

**Neighbourhood Legal Services London and Middlesex**

519-438-2890

200 Richmond St, Suite 717 (at Simcoe St)

Mon, Tue, Thu, Fri 9am-5pm; Wed 9am-12noon

Legal advice and representation in court for low-income residents of London who meet financial eligibility guidelines. Covering tenant rights, ODSP, OW, affidavits and notary services, CPP, and workers' rights.

**Pathways Employment Help Centre - Advocacy Services**

519-439-0501

150 Dufferin Ave, Suite 100 (at Richmond St)

Assistance with applications to government benefit programs (OW, ODSP, EI, CPP disability benefit). Legal representation in appealing decision to deny benefits.

**Western University, Faculty of Law Community Legal Services**

519-661-3352

Law Building, 1151 Richmond St, Rm 126 (at University Dr)

Mon-Thur 9am-4:30pm, Fri 9am-12noon

Legal assistance and representation in criminal law, small claims court, landlord and tenant issues, and family law. Provided by law students under the direct supervision of a lawyer. For clients who are not eligible to receive a legal aid certificate from the Legal Aid Ontario local area office.

The **Dispute Resolution Centre** provides mediation for neighbourhood, landlord-tenant, employer-employee, and interpersonal disputes. Not for family law, criminal charges, or disputes involving clients of Community Legal Services.

## **CRIMINAL JUSTICE OUTREACH**

A variety of community-based programs to support people and groups at high risk of offending, as well as help offenders and their families reintegrate into the community upon release.

### **John Howard Society of London and District**

519-438-4168

601 Queens Ave (at Adelaide St)

Mon-Thu 8:30am-4:30pm, Fri 8:30am-3pm (closed daily 12noon-1pm)

Information, referral, and counselling to people affected by the criminal justice system. Many groups and programs available, focusing on prevention, intervention, and re-integration.

### **Bail Verification and Supervision Program**

519-518-5420

Provides community supervision for eligible people who do not have the financial or social supports to meet bail requirements.

### **The Salvation Army - Correctional and Justice Services London**

519-432-9553 ext 203

281 Wellington St (at Horton St)

Mon-Fri 9am-5pm

Education programs and practical services designed to inform and help clients with the criminal justice system, courtroom procedures, and community integration.

### **St Leonard's Community Services London and Region**

519-850-3777

405 Dundas St (at Colborne St)

Mon-Fri 8am-4pm

Community-based programs and residential services and supports for people who are in conflict, or at risk of conflict with the criminal justice system.

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## **2SLGBTQIA+ SERVICES**

### **ADVOCACY SERVICES**

Agencies that provide services to protect and promote the rights and interests of the LGBTQ2+ community.

#### **Rainbow Health Ontario**

[www.rainbowhealthontario.ca](http://www.rainbowhealthontario.ca)

Online services and resource directory that works to improve the health and well-being of LGBTQ2+ people in Ontario through education, research, outreach, and public policy advocacy.

Maintains a **Service Provider Directory** of health and social service providers who have expressed a commitment to being 2SLGBTQ-friendly

### **HEALTH SERVICES**

Health-related information and services for the LGBTQ2+ community.

#### **Middlesex-London Health Unit**

519-663-5317

Citiplaza, 355 Wellington St, St 110 (at Clarence St)

Sexual health services offered at the Health Unit are inclusive and 2SLGBTQIA+ positive. For a list of resources, visit [www.healthunit.com/2SLGBTQIA](http://www.healthunit.com/2SLGBTQIA).

#### **CAMH Gender Identity Clinic - Adult**

1-800-463-2338 ext 2

Consultations and support, including comprehensive mental health assessments, support and referrals for surgery. Referral from licensed physician or nurse practitioner required.

#### **London Health Sciences Centre -Children's Hospital Gender Pathways Service**

Email [gps@lhsc.on.ca](mailto:gps@lhsc.on.ca)

Provides gender-affirming care to gender diverse and transgender children and adolescents 17 year or age and younger.

### **2SLGBTQIA+ SUPPORT GROUPS**

Support groups provide peer-to-peer support, and members typically share personal experiences related to the group's focus.

#### **Trans Lifeline**

1-877-330-6366

Crisis hotline for transgender people, staffed by transgender people.

### **Fanshawe College – Pride at Fanshawe**

#### **Spectrum Fanshawe**

Email: [positivespace@fanshawec.ca](mailto:positivespace@fanshawec.ca)

Student-run group that hosts discussion nights, information sessions, social events and more. For Fanshawe students only.

### **Lesbian Gay Bi Trans Youthline**

Text: 647-694-4275

For Chat, visit [www.youthline.ca](http://www.youthline.ca)

Sun-Fri 4pm-9:30pm

Confidential peer support, resources, and referral database for youth. Support available via online chat, text, and email. For 2SLGBTQ+ youth under 30.

### **London Cross Cultural Learner Centre**

519-432-1133 ext 412

Email: [rainbow@lcccl.org](mailto:rainbow@lcccl.org)

505 Dundas St E (at Adelaide St N)

Services, support, and social opportunities for 2SLGBTQ+ newcomers.

### **London InterCommunity Health Centre – Gender Journeys**

519-660-0875 ext 1282

Support group for people to discuss social, emotional, and physical aspects of gender change. Eight week program. Registration required.

### **PFLAG Canada – London Chapter**

226-456-2745

Telephone support and information to anyone with questions or concerns about sexual orientation and gender identity issues.

### **RHAC – Open Closet**

519-434-1601

602 Queens Ave, Unit 201 (at Adelaide St N)

Weekly drop-in social support for 2SLGBTQIA+ youth age 14-18.

### **Western University – Pride USC**

519-661-3574

UCC Building, 1151 Richmond St, Rm 340

Student-run awareness, advocacy, resource, and support system, for Western students only.

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## MENTAL HEALTH AND ADDICTIONS

### SUPPORT GROUPS AND PROGRAMS

These agencies hold meetings and support groups at various locations in London and area. Call or check online for locations and times.

#### **Al-Anon/Alateen London**

24-hour phone: 519-457-9393

Support for family and friends who have been affected by someone else's drinking.

#### **Alcoholics Anonymous**

24-hour helpline: 519-438-1122

#### **Gamblers Anonymous**

226-224-9347

First Baptist Church, 568 Richmond St (at Clarence St)

Wed 7pm-8:30pm, Sun 6:30pm-8:30pm

#### **Narcotics Anonymous**

1-888-811-3887

### **Atlohsa Native Family Healing Services – Holistic Wellness**

#### **The Journey Together: Indigenous Mental Health and Wellness Supports**

519-318-3914

Culturally relevant resources and practices support women, men, youth, children, and caregivers on their journey towards mental wellness.

#### **Biigajiiskaan: Pathways to Mental Wellness**

Combines Traditional Healing medicine and knowledge with hospital-based health care practices, in partnership with St. Joseph's Health Care London. Visit [www.atlohsa.com](http://www.atlohsa.com) to review criteria and complete a referral form.

### **CMHA Thames Valley Addiction and Mental Health Services**

#### **Peer Support**

Email: [info@cmhatv.ca](mailto:info@cmhatv.ca)

Program that connects a person living with mental health and/or substances use struggles with another person (Peer Supporter) who has experienced similar challenges and gone through their own personal wellness journey/recovery process.

**N'Amerind (London) Friendship Centre - Ka'nikuhli:yo Support**  
519-672-0131  
260 Colborne St (at Horton St)  
Mon-Fri 8:30am-4:30pm  
Supports to improve Indigenous mental health and well-being.

**SWIM - Single Women in Motherhood Training Program**  
519-432-5454  
296 Horton St, Suite 4 (at Wellington St)  
Mon, Wed, Thu 9:30am-4:30pm  
Support group where single mothers can speak freely about their struggles and successes in a confidential environment

### **ADDICTIONS CRISIS SERVICES**

Support for people experiencing an addictions crisis who do not require hospital or emergency services.

*HART (Homeless and Addiction Recovery Treatment) Hub for addiction recovery, treatment, and stabilization, will be opening April 2025 at the Salvation Army Centre of Hope. Call 519-660-0343 ext 0 for more information.*

### **CMHA Thames Valley Addiction and Mental Health Services**

519-673-3242 ext 1222  
200 Queens Ave, Suite 260 (at Clarence St)  
Assessment, treatment planning, and referral for alcohol, drugs, internet, gaming, and problem gambling issues.

#### **Mental Health and Addictions Crisis Centre**

519-434-9191  
648 Huron St (at Adelaide St N)  
Daily 24 hours  
Walk-in screening and assessment services for all programs.

#### **Rapid Access Addiction Medicine Clinic**

519-673-3242 ext 281  
200 Queens Ave, Suite 260 (at Clarence St)  
Mon 12:30pm-3:30pm, Tue 8am-11am, Wed 7:30am-10:30am.  
Closed all statutory holidays.  
Community-based, low-barrier services for people 12 years and older seeking treatment for any substance use disorder. Focuses on addiction medicine and offers both medication and psycho-social interventions.

### **ConnexOntario**

Crisis Helpline: 1-866-531-2600  
Daily 24-hour telephone service providing confidential information about addiction, mental health and problem gambling resources in Ontario, including how to access them.

**N'Amerind (London) Friendship Centre  
Aboriginal Alcohol and Drug Worker Program**

519-672-0131

260 Colborne St (at Horton St E)

Mon-Fri 8:30am-4:30pm

Community-based addictions services, including prevention, intervention, and follow-up care

**Reach Out Crisis Line**

Phone/text: 519-433-2023

Toll-free: 1-866-933-2023

Daily 24 hours. Mental health and addictions support provided by phone, text, or web chat.

**ALCOHOL AND DRUG RESIDENTIAL PROGRAMS**

Accommodation, therapy and support for people affected by substance abuse or dependency. Services aim to help people better understand their dependency and support their efforts to recover.

**Mission Services of London**

**Quintin Warner House**

519-434-8041

457 York St W

Residential alcohol and drug addictions treatment centre for men 18 years and older. Annex at 477 Queens Ave for aftercare and relapse prevention stays for up to one year.

**The Salvation Army, Centre of Hope**

281 Wellington St (at Horton St)

**Recovery Community Centre**

519-661-0343

Supportive, therapeutic, and rehabilitative recovery living for people living in recovery from substance use disorder. Board and lodging fees.

**Withdrawal Management**

519-432-7241

Non-medical, co-ed, residential acute detoxification facility for adults 16 years and older. Call ahead for telephone screening. 24 hour admission.

**Teen Challenge Canada - Ontario Men's Centre**

519-652-0777

9340 Sharon Rd (near Westdel Bourne)

Residential, faith-based rehabilitation program for men 18 years and older with drug or alcohol addictions.



## **Turning Point**

Administration: Mon-Fri 8am-4pm

Residential recovery homes for people 16 years and older.

### **Men's Residence**

519-439-9034

225 Wharncliffe Rd N (at Oxford St W)

### **Women's Residence**

519-659-2250

612 Mornington Ave (at Oxford St E)

## **COUNSELLING**

Counselling helps people understand, overcome, and manage personal problems, such as difficulties in relationships, anger, conflict, trauma and abuse.

### **Community Counselling London**

226-667-6767

476 Clarke Rd (at Dundas St)

Administration: Mon, Tue, Wed, Fri 9:30am-5:30pm

One-on-one, couples, and family counselling for people 16 years and older. Set fee. Sliding scale available for people who qualify.

### **Daya Counselling Centre**

519-434-0077

333 Dufferin Ave (at Waterloo St)

One-on-one, couples, and family counselling for people 16 years and older. Set fee. Sliding scale available for people who qualify.

### **Family Service Thames Valley**

519-433-0183

500 South St, Suite 2 (at Maitland St)

Mon, Tue, Thu 9am-8pm, Wed 9am-5pm, Fri 9am-4pm

One-on-one, couples, and family counselling. Fees are based on ability to pay.

### **John Howard Society of London and District - Counselling Program**

519-438-4168

601 Queens Ave (at Adelaide St)

Counselling services for people who are involved, or at risk of involvement, with the criminal justice system. Offered in-person or remotely.

### **Humana Community Services – Community Counselling London-Middlesex**

519-435-1099

Tandem (intake): 519-433-0334

371 Princess Ave (at Waterloo St)

Counselling services for youth who are experiencing emotional and/or behavioural difficulties or complex challenges. For youth 12 to 18 years.

### **Mary J Wright Child and Youth Development Clinic**

519-661-4257

1137 Western Rd (Althouse College/Faculty of Education)

Mon-Thu 8:30am-4pm

Psychological consultation, assessment, and treatment for children and youth. Provided by graduate students under supervision of licensed Child Psychologists. Set fee. Sliding scale available for people who qualify.

### **Vanier Children's Mental Wellness – Community Services**

Administration: 519-433-3101

Tandem (intake): 519-433-0334

871 Trafalgar St (between Rectory St and Egerton St)

Talk-in clinics, family therapy, intensive in-home services, and treatment groups for children and families. For children age 7-14, and their families.

## **MENTAL HEALTH CRISIS SERVICES**

If you are at immediate risk of harm to yourself or others as a result of a crisis, go to the Crisis Centre, emergency department or call 911.

**If you are in crisis, call 9-8-8 (Suicide Crisis Helpline)**

### **CMHA Thames Valley Addiction and Mental Health Services London Crisis Centre**

519-434-9191

648 Huron St (at Adelaide St N)

**Crisis Response Line: 519-433-2023 (Daily 24 hrs)**

Community Mental Health Clinic Mon-Fri 8:30am-4:30pm

Support Line: 519-601-8055 (Daily 24 hrs)

### **Hope for Wellness Help Line**

1-855-242-3310

Daily 24 hours

Crisis intervention telephone support for Indigenous people. Web chat available in English, French, and Cree, Ojibway, and Inuktitut on request.

**Native Youth Crisis Hotline**

1-877-209-1266

Daily 24 hours

**Reach Out Crisis Line**

519-433-2023 or 1-866-933-2023

Text: 519-433-2023

Daily 24 hours. Mental health and addictions crisis and support phone line. Addictions prevention, intervention, and aftercare services and referral to residential treatment programs. Web chat available.

**Tandem Crisis Support**

519-433-0334

Daily 24 hours

Central intake for Humana, Vanier, and Merrymount. For children and youth up to 18 years

**COMMUNITY MENTAL HEALTH PROGRAMS**

Community mental health programs help people who have a mental health issues live safely in the community.

**Child and Parent Resource Institute**

519-858-2774

600 Sanatorium Rd (at Oxford St W)

Mon-Fri 8:30am-5pm

Mental health centre providing specialized supports for children and youth under 18 years with developmental disabilities, autism, or mental health challenges.

**Humana Community Services**

519-435-1099

Tandem (intake): 519-433-0334

371 Princess Ave (at Waterloo St)

Community-based mental health services for children and youth.

**Merrymount Family Support and Crisis Centre**

519-434-6848

1064 Colborne St (at Huron St)

Administration: Mon-Fri 8am-5pm

Children's Groups and Child Mental Wellness Program, focused on mental health and wellness.

24/7 crisis support available to assist children and families experiencing mental health crisis.

## **Southwest Ontario Aboriginal Health Access Centre**

519-672-4079

493 Dundas St (west of Adelaide St N)

### **Mental Health and Addiction Services**

Access to a team of mental health counsellors, family social workers, addictions counsellors, harm reduction nurses, transitional case managers, and outreach workers.

### **Child and Youth Outreach**

Services delivered by teams of child and youth mental health and addictions workers, social workers, and systems navigators.

### **Tele-Mental Health for Children and Youth**

Videoconference access to specialized mental health consults for children and youth in rural, remote, and under-served areas.

## **PEER SUPPORT**

Peer support occurs when people provide knowledge, experience, emotional, social or practical help to one another.

### **Can-Voice (Consumer Survivor Community Support Services)**

519-434-8303

450 Spruce St (near Dundas St)

Tue, Wed 12noon-4pm, Thurs 9am-4pm

Mental health peer support organization that works to educate and empower consumers and survivors of the mental health system that are 16 years and older.

### **City Art Centre**

226-580-6700

201 King St (at Clarence)

Mon-Fri 11am-3:30pm

Art studio for people with mental health concerns. Offers peer support and opportunity for artistic expression while gaining skills and working on recovery.

### **CMHA Thames Valley Addiction and Mental Health Services**

#### **Peer Support**

Email: [info@cmhatv.ca](mailto:info@cmhatv.ca)

Program that connects a person living with mental health and/or substances use struggles with another person (Peer Supporter) who has experienced similar challenges and gone through their own personal wellness journey/recovery process.

### **Connex Ontario mindyourmind**

[www.mindyourmind.ca](http://www.mindyourmind.ca)

Website for youth and young adults 14 to 24 that provides support through a peer forum and shared resources, information, and skill building tools about mental health and stress management.

### **BASIC INCOME SUPPORTS**

A variety of programs are available to help with financial matters, including basic income support, budgeting advice, and purchasing necessary items.

#### **Ontario Disability Support Program (ODSP)**

519-438-5111

217 York St, 3rd Floor (at Clarence St)

Income supports for adults 18 years and older with a physical disability or mental health issue that is continuous or recurrent and expected to last longer than one year. Employment supports available, provided by community service providers.

#### **Ontario Works**

City of London Life Stabilization Team: 519-661-4520

Applications: 1-888-999-1142, Mon-Fri 8:30am-5pm

Short-term income support for food, shelter, household, and personal needs, along with help finding employment. Special allowances and health benefits may be available as a supplement to a monthly cheque.

Access services by phone, email, or virtually when possible. Front Counter locations will be open Mon-Fri 8:30am-4:30pm:

**Citi Plaza** 355 Wellington St, Suite 248

**London East** 1835 Dundas St E (at Clarke Rd)

**Northland Mall** 1275 Highbury Ave N, Unit 107

**South London Community Centre** 1119 Jalna Blvd

**Westmount Shopping Centre** 785 Wonderland Rd S

### **BUDGET AND DEBT COUNSELLING**

Programs that help people with money management and budgetary problems, including financial literacy, budget planning, and credit counselling.

#### **Credit Counselling Society**

1-888-527-8999

Mon-Thu 8:30am-11pm, Fri 8:30am-7:30pm, Sat 10:30am-6pm

Virtual counselling for those with debt, credit, or financial difficulties. Free counselling, set fee for some services.

**LIFE\*SPIN - Office of the Community Advocate**

519-438-8676

866A Dundas St E (at Ontario St)

Assists with completion of forms for ODSP, OAS, GIS, subsidized housing, and assistive devices. Volunteer income tax program assists with filing returns.

**EMERGENCY AND SUPPLEMENTARY ASSISTANCE**

Emergency and supplementary assistance may be available to provide people who face unexpected emergency needs with a one-time payment to prevent danger to their health and well-being.

**City of London, Social Services - Discretionary Benefits**

519-661-5910

355 Wellington St, Suite 248 (at King St)

Special fund for social assistance recipients and Londoners with low income to pay for necessary medical goods and related items (e.g., dentures, emergency dental care, essential furniture, funerals, and burials).

**Ontario Electricity Support Program (OESP)**

1-855-831-8151

Mon-Fri 8:30am-5pm

Monthly credit applied directly to the electricity bill of eligible applicants, based on the number of people living in the home, and on annual household income. Energy intensive households (heated by electricity or with medical equipment with high energy needs) may be eligible for a higher level of assistance.

**The Salvation Army, Centre of Hope - Housing Stability Bank**

519-964-3663 ext 300

281 Wellington St (at Horton St)

Financial assistance to low income Londoners to obtain and retain housing, and for those at risk of homelessness.

**Rental Assistance Program** - Interest-free loans to assist if you are behind on rent. First and/or last month's rent may be available to ODSP recipients.

**Emergency Utility Assistance** - Grants (until grant funds are exhausted annually) or interest-free loans to assist people who are at risk of having their utilities disconnected or who have already had their services disconnected.

## **INCOME SUPPORT FOR CONTRIBUTORS**

Support for people who have contributed to disability, pension, or unemployment insurance programs, who need access to services and benefits, including job-search assistance and health care.

### **Service Canada**

London Service Canada Centre  
457 Richmond St (at Queens Ave)  
Mon-Fri 8:30am-4pm

#### **GST/HST Credit**

1-800-387-1193

Tax-free quarterly payment that helps people with low or modest incomes offset all or some of the GST/HST tax they pay. Mailed or deposited July, October, January, and April.

#### **Employment Insurance Program (EI)**

1-800-206-7218

Basic income protection and re-employment benefits to unemployed workers. Benefits for temporary interruption of earnings due to shortage of work, layoff, illness or injury, compassionate care leave, pregnancy, adoption, and parental leave.

#### **Public Pensions and Disability Benefits**

1-800-277-9914

Old Age Security (OAS) benefits and other benefits for seniors. Canada Pension Plan (CPP), including disability, survivor and death benefits, and international social security agreements.

### **Ontario Guaranteed Annual Income System**

1-866-668-8297

Income supplement to older adults who also qualify for federal OAS and Guaranteed Income Supplement Programs.

## **FINANCIAL ASSISTANCE PROGRAMS FOR CHILDREN AND FAMILIES**

Programs that provide financial assistance for low-income families with young children.

### **Easter Seals Canada**

#### **Access 2 Program**

1-877-376-6362

Mon-Thu 9am-4pm, Fri 9am-3:30pm

Program for people with a permanent disability which offers free admission for their support person to movie theatres, cultural attractions, and recreational facilities.

## **BGC London - Children and Youth Programs**

519-434-9114

184 Horton St E (at Richmond St N)

Recreational, social, and educational programs for children and youth up to 18 years old. Subsidy available to qualifying families based on annual family income.

## **Canada Child Benefit**

1-800-387-1193

Mon-Fri 6:30am-11pm, Sat 7:30am-8pm

Tax-free payment made to eligible families on a monthly basis. Benefits paid to help with cost of raising children. Eligibility determined from income tax returns. Child disability benefit and provincial programs may be included in this benefit.

## **City of London - Social and Health Department**

Citi Plaza, 355 Wellington St, Suite 248

Mon-Fri 8:30am-4:30pm

### **Child Care Fee Subsidy Program**

519-661-4834

Financial assistance to cover all or part of child care costs in a licensed program for parents of children birth to 12 years. Apply online.

### **Family Support Program**

519-661-5550

Helps Ontario Works recipients obtain child and spousal support payments through support orders and agreements.

## **KidSport Ontario - London**

226-210-5254

Financial assistance to cover registration fees for children and youth sports programs. Provides up to \$250 in annual assistance per child.

## **Ontario Ministry of Children, Community and Social Services**

217 York St, Suite 203 (at Clarence St)

### **Family Responsibility Office**

1-800-267-4330

Mon-Fri 8am-5pm

Helps families get the financial support they are entitled to by enforcing court ordered responsibilities and domestic contracts, including out of area agreements.

### **Assistance for Children with Severe Disabilities**

1-800-265-4197

Mon-Fri 8:30am-5pm

Monthly benefit to help offset extra costs of significant special needs for children 18 and under with severe disabilities who live at home with a parent or legal guardian.



**Ontario Ministry of Finance – Ontario Child Benefit**

1-800-387-1193

Mon-Fri 6:30am-11pm, Sat 7:30am-8pm

Monthly benefit paid to help with child care costs for low-income to moderate-income families. Parents may or may not be working. Eligibility determined from income tax returns.

**Special Services at Home**

1-800-265-4197

Mon-Fri 8:30am-5pm

Provides time-limited funding to purchase supports and services not available elsewhere in the community to families caring for children 18 and under with a physical or developmental disability who live at home.

**Play Your Way Fund**

City of London

519-661-5575

Financial support to low-income Londoners who want to access recreation programs and activities offered by the City of London. Additional in-person application locations:

**Canada Games Aquatic Centre**

1045 Wonderland Rd N

**Carling Heights Optimist Community Centre**

656 Elizabeth St

**Citi Plaza**

355 Wellington St, Suit 248

**East Lions Community Centre**

1731 Churchill Ave

**North London Community Centre**

1345 Cheapside St

**South London Community Centre**

1119 Jalna Blvd

**YMCA of Southwestern Ontario**

519-907-5500

Recreational, social and educational programs for children and youth at various locations throughout London. Subsidy available to qualifying families based on annual family income.

## TAX CREDITS AND EXEMPTIONS

Tax credits and tax exemptions directly reduce the amount of taxes owed, while reducing how much income is subject to taxes.

## GST/HST Credit

1-800-387-1193

Tax-free quarterly payment based on annual family income to help people offset the cost of GST/HST.

## Persons with Disabilities

1-800-959-8281

Persons with disabilities, their supporting family members and caregivers may be eligible for tax credits and tax exemptions. Includes Disability Tax Credit, tax credits for medical expenses, Disability Supports Deductions, Child Disability Benefit, Registered Disability Savings Plan, and Home Accessibility Tax Credit.

**Ontario Ministry of Finance**

1-866-ONT-TAXS (668-8297)

Services include tax credits and exemptions for persons with a disability (e.g., Ontario Motor Vehicle Tax Rebate and Ontario Retail Sales Tax Exemption).

## NOTES

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## VETERANS

### SUPPORT SERVICES

Services and benefits available to Canadian Veterans.

#### **Canadian Armed Forces - Southwestern Ontario**

Personnel Support Programs

519-660-5275

Program that helps Canadian Armed Forces personnel, veterans and their families. Services include Family Information Line, Employment Support for Military and Veterans Spouses, Education, Relocation, Health and Wellness.

#### **Royal Canadian Legion - Ontario Command**

1-888-207-0939

Assists veterans and dependents with services, pensions, and benefits such as: moral and financial support, assistance with claims for disability pensions to government agencies.

##### **Branch 317 - Victory**

519-455-2331

311 Oakland Ave (at Florence St)

##### **Branch 501 - Lambeth**

519-652-3412

Kilbourne Rd (at Malpass Rd)

##### **Branch 533 - Byron-Springbank**

519-472-3300

1276 Commissioners Rd W (at Boler Rd)

#### **Southwestern Ontario Military Family Resource Centre**

519-660-5366

Wolseley Barracks, 701 Oxford St E

Provides information, resources, and services to military members, civilian employees, and their families. Call or drop-in.

#### **Veterans Affairs Canada**

1-866-522-2122

London District Office, 417 Exeter Rd (at White Oak Rd)

Provides access to services and benefits for veterans and their dependents. Services include Disability Pension Program, Funeral and Burial Assistance, Health Care Benefits Program, Veterans Independence Program, and War Veterans Allowance.

# **MIDDLESEX COUNTY**

## CLOTHING

### CLOTHING AND HOUSEHOLD ITEMS

Services that arrange for free clothing, furniture, and other material aid to help clients in need. Some agencies accept vouchers.

#### **Bethel Baptist Church - Clothesline**

519-245-2320

264 Princess St, Strathroy

First Sat of the month, 9am-1pm

### SHARING SHOPS AND THRIFT STORES

Sharing Shops offer used goods for purchase or in exchange for another item. Thrift stores sell used clothing, furniture and household items for a small cost.

#### **Ailsa Craig and Area Foodbank and Thrift Store**

519-293-3637

161 Ailsa Craig Main St, Ailsa Craig

Tue-Fri 10am-5pm

Sells low-cost, gently used clothing and household items.

#### **Goodwill Community Store**

519-246-1623

351 Caradoc St S, Strathroy

Mon-Fri 9am-8pm, Sat 9am-6pm, Sun 10am-5pm

Thrift store that sells low-cost, gently used clothing, furniture, electronics, small appliances, books, CDs and DVDs.

#### **St Vincent De Paul**

Sells low-cost used clothing, furniture and appliances. Can arrange for pick-up and delivery of large items.

209 Main St, Glencoe

519-287-3500

Mon-Fri 9:30am-5pm, Sat 9:30am-3pm

71 Richmond St, Strathroy

519-245-0810

Mon-Sat 9:30am-4:30pm

#### **Mennonite Community Services - Aylmer Thrift Shop**

226-544-0379

300 Talbot St W, Aylmer

Mon-Wed 10am-5pm, Thu-Fri 10am-7pm, Sat 10am-4pm

Sells low-cost, gently used clothing and household items.

## COMMUNITY RESOURCES

### COMMUNITY CENTRES

Community centres offer a variety of social, recreational, and educational programs to people of all ages. There may be a fee for some programs.

#### **The Quest Centre**

519-287-2726

Glencoe District High School, 3581 Concession Dr, Glencoe

Mon, Wed, Fri 10am-2pm

Community centre focused on technology access and job search assistance.

### EARLYON CHILD AND FAMILY CENTRES

Free drop-in programs for children 6 and under, their parents and caregivers. Provides a place to learn, play, meet people, and get advice from professionals trained in early childhood development.

#### **Middlesex County EarlyON Childhood Centres**

519-666-3227

Early learning and literacy programs, parenting support, information services, and links to other community programs.

Dorchester EarlyON

2123 Dorchester Rd (Dorchester Library)

Dorchester EarlyON

4269 Hamilton Rd (River Heights Public School)

Éenda Noochiikiing Child Care Centre

289 Jubilee Rd, RR1 | 519-289-2250

Enji Maajtaawaad Early Years Program

330 Chippewa Rd | 519-289-0584

Glencoe EarlyON

123 McKellar St (Glencoe Library)

Ilderton EarlyON

40 Heritage Dr (EarlyON Child and Family Centre Ilderton)

Komoka EarlyON

1 Tunks Lane (Komoka Library)

Lucan EarlyON

270 Main St (Lucan Library)

Mount Brydges EarlyON

22501 Adelaide Rd (Mt Brydges Library)

Parkhill EarlyON  
229B Main St (Parkhill Library)

Strathroy EarlyON  
34 Frank St (Strathroy Library)

Thorndale EarlyON  
21790 Fairview Rd (Thorndale Library)

## **LIBRARIES**

Libraries have collections of books and other sources of information made accessible to people for borrowing or reference.

### **Middlesex County Library branch locations:**

#### **Ailsa Craig**

519-293-3441

147 Ailsa Craig Main St (at Craig St)

Tue 10am-8pm, Wed 2pm-8pm, Thu-Fri 10am-2pm

Sat 10am-1pm

#### **Coldstream**

519-666-1201

10227 Ilderton Rd (east of Quaker Line)

Tue 2pm-6pm, Wed-Thu 4pm-8pm

#### **Delaware**

519-652-9978

29 Young St (east of York St)

Mon 4pm-8pm, Wed 3pm-7pm

#### **Dorchester**

519-268-3451

2123 Dorchester Rd (north of The Pkwy)

Mon-Thu 10am-8pm, Fri 10am-4pm, Sat 10am-1pm

#### **Glencoe**

519-287-2735

123 McKellar St (at Walker St)

Mon 10am-4pm, Tue 12noon-4pm, Wed-Thu 10am-8pm

Fri 10am-4pm, Sat 10am-2pm

#### **Ilderton**

519-666-1599

40 Heritage Dr (at Hyde Park Rd)

Tue 10am-2pm, Wed 2pm-8pm, Thu 10am-8pm

Fri 10am-2pm, Sat 10am-1pm

#### **Komoka**

519-657-1461

1 Tunks Lane (at Glendon Dr)

Mon 10am-4pm, Tue 2pm-8pm, Wed 10am-8pm

Thu 2pm-8pm, Fri 10am-6pm, Sat 10am-2pm

## Middlesex County Library branch locations (cont):

### **Lucan**

519-227-4682

270 Main St (at Chestnut St)

Mon 10am-4pm, Tue-Wed 10am-8pm, Thu 4pm-8pm

Fri 10am-4pm, Sat 10am-2pm

### **Melbourne**

519-289-2405

6570 Longwoods Rd (at Melbourne Rd)

Tue 4pm-8pm, Thu 2pm-6pm

### **Mount Brydges**

519-264-1061

22501 Adelaide Rd (near Bowan St)

Tue 10am-8pm, Wed 10am-2pm, Thu 2pm-8pm

Fri 10am-2pm, Sat 10am-1pm

### **Newbury**

519-693-4275

22894 Hagerty Rd (near Dundas St)

Mon 2pm-6pm, Thu 3pm-7pm

### **NovelBranch**

2340 Egremont Dr (in the Adelaide Metcalfe Twp Office)

Mon-Fri 9am-4pm

Kiosk, accessed with a library card, that contains 150 adult, child, and young adult books.

### **Parkhill**

519-294-6583

229 B Parkhill Main St (at King St)

Mon 10am-4pm, Tue 4pm-8pm, Wed-Thu 10am-8pm

Fri 10am-4pm, Sat 10am-2pm

### **Strathroy**

519-245-1290

34 Frank St (at James St)

Mon-Thu 9am-8pm, Fri 9am-7pm, Sat 10am-2pm

### **Thorndale**

519-461-1150

21790 Fairview Rd (at King St)

Tue 10am-2pm, Wed 2pm-8pm, Thu 10am-8pm

Fri 10am-2pm, Sat 10am-1pm

### **Wardsville**

519-693-4208

21935 Hagerty Rd (at William St)

Wed 3pm-7pm, Fri 10am-2pm



## SENIORS' CENTRES

Seniors' centres offer educational, recreational and social programs for seniors. Activities can include cards, crafts, day trips, fitness programs and guest speakers. There may be a fee for some programs.

### **Lions Active Living Centre**

519-268-7334 ext 708  
4305 Hamilton Rd, Dorchester  
Mon-Fri 8:30am-4:30pm

## DOMESTIC VIOLENCE AND SEXUAL ASSAULT

Intervention and prevention services to victims and survivors of abuse. Services may include shelter and housing, health care, legal services, emotional support, counselling, system navigation, and accompaniment. Services may be specific to children, seniors, or women and their families.

## CHILDREN'S SERVICES

### **Women's Rural Resource Centre of Strathroy and Area Children's Program**

Crisis / 24-hour 1-800-265-5390 | Office: 519-246-1526  
145 Beech St (near McKellar St), Strathroy  
Mon-Fri 9am-5pm

Supports mothers, caregivers, children, and youth impacted by woman abuse by providing one-on-one and group counselling. Counselling services available at the Centre and at various locations throughout Middlesex County.

## WOMEN AND FAMILY SERVICES

### **Women's Rural Resource Centre of Strathroy and Area**

Crisis / 24-hour 1-800-265-5390 | Office: 519-246-1526  
145 Beech St (near McKellar St), Strathroy

Education, prevention, outreach, and one-on-one and group counselling and support for women and families impacted by abuse.

### **Family Service Thames Valley**

519-433-0183  
Strathroy Middlesex General Hospital, 395 Carrie St (south of  
Saulsbury St), Strathroy  
Short-term, strengths-based counselling for women who have  
experienced sexual abuse or sexual assault.

## OTHER SERVICES

### **Oneida Nation of the Thames Onyota'aka Family Healing Lodge**

519-652-0657

2212 Elm Ave, Southwold

Residential shelter for people who are at risk of, or in, a violent family situation. Provides support, referrals, advocacy and activities for children. Shelter provides stay for up to 6 weeks. Priority to Indigenous community members.

### **Victim Services of Middlesex County**

519-661-5636

London Police Station, 601 Dundas St (Wellington Rd)

Administration: Mn-Fri 8am-4pm

Support services for people who have been victims of violent crimes. Contact any Middlesex County Police Station at 519-245- 2323.

### NOTES

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| EMPLOYMENT |
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### **EMPLOYMENT ASSISTANCE**

Employment assistance programs help people prepare for, and find employment. Services include resume and interview assistance, skills training, and job finding services.

### **Chippewas of the Thames - Employment and Training**

519-962-8688

Mon-Fri 8:30am-4:30pm (closed 12noon-1pm)

Services include access to a telephone, fax, photocopier, resource library, and job board. Career upgrading and counselling is available to anyone needing assistance with employment but priority will be given to Indigenous community members. Training programs for band members

### **Employment Ontario**

1-800-387-5656

Mon-Fri 8:30am-5pm

Helps people in Ontario get job training skills and the experience they need to find employment. Live chat available.

Employment Ontario offers Integrated Employment Services (IES) at several locations in London. IES services include access to Better Jobs Ontario, and access to Employment Ontario counsellors.

**Community Employment Choices**

519-245-4500 ext 200 or 1-888-478-2111 ext 200

16 B Second St (at Centre Rd), Strathroy

Mon-Fri 9am-4:30pm

Can meet job seekers in Strathroy, Dorchester, Glencoe, Lucan, Parkhill, Ilderton, Mount Brydges, Newbury, Komoka, and Wardsville.

**Leads Employment Services**

1-866-955-3237

67 Front St (at Frank St)

By appointment.

**Dorchester Employment Resource Centre**

519-268-3451

Dorchester Public Library, 2123 Dorchester Rd, Dorchester

Mon-Thu 10am-8pm, Fri 10am-4pm, Sat 10am-1pm

**Glencoe Employment Resource Centre**

519-287-2735

Glencoe Public Library, 123 McKellar St, Glencoe

Mon 10am-4pm, Tue 12noon-4pm, Wed-Thu 10am-8pm

Fri 10am-4pm, Sat 10am-2pm

**Lucan Employment Resource Centre**

519-227-4682

Lucan Public Library, 270 Main St (near Chestnut St), Lucan

Mon 10am-4pm, Tue-Wed 10am-8pm, Thu 4pm-8pm

Fri 10am-4pm, Sat 10am-2pm

**Munsee-Delaware Nation**

519-289-5396 ext 229

279 Jubilee Rd, Muncey

Mon-Fri 8:30am-4:30pm. Job search programs for those seeking employment assistance. Training programs, summer career placements, start-up funds, employment assistance, on-the-job training, and financial assistance for training programs.

**Oneida Nation of the Thames**

519-652-9350

Oneida Resource and Training Centre, 2110 Ballpark Rd, Southwold

Programs include Self Employment Assistance, Targeted Wage Subsidy, Skills Training Development, and New Start. Services include employment counselling, action plan development, and referrals. Job board with job, volunteer and training opportunities. Free use of computers with internet access, wifi, faxes photocopier and phones.

### **Parkhill Employment Resource Centre**

519-294-6583

Parkhill Public Library, 229 B Main St (at King St), Parkhill

Mon 10am-4pm, Tue 4pm-8pm, Wed-Thu 10am-8pm

Fri 10am-4pm, Sat 10am-2pm

### **Quest Centre**

519-287-2726

Glencoe District High School, 3581 Concession Dr, Glencoe

Mon, Wed, Fri 10am - 2pm

Resource centre with job search assistance and resources.

### **Service Canada Employment Insurance Outreach**

1-800-206-7218

Middlesex County Library, 34 Frank St, Strathroy

Tue 10am-12noon and 12:30pm-3:30pm.

Assistance with EI applications, career planning and counselling, including resume and interview assistance, and student and youth services.

### **Strathroy Employment Resource Centre**

519-245-1290

Strathroy Public Library, 34 Frank St (at James St), Strathroy

Mon-Thu 9am-8pm, Fri 9am-7pm, Sat 10am-2pm

### **Youth Opportunities Unlimited**

#### **Next Wave Youth Centre**

519-432-1112 ext 6

32 Front St W (at Frank St), Strathroy

Mon-Fri 9am-4:30pm

Employment assistance for youth ages 12 to 29 years.

## **EMPLOYMENT ASSISTANCE FOR PEOPLE WITH DISABILITIES**

Unemployed or underemployed people with disabilities can get help through drop-in resource centres, job search assistance programs, and job-skills workshops. Employment counselling and career planning services offer ongoing support.

### **Crest Support Services Connections**

519-227-6766

13570 Elginfield Rd, Lucan

Training and vocational opportunities for adults 18 years and older with a serious mental health illness or developmental disability.

**Leads Employment Services**

1-866-955-3237

67 Front St (at Frank St.), Strathroy

Employment services for people with disabilities, 15 years and older, who are unemployed.

**Middlesex Community Living**

519-245-1301

82 Front St W (at Thomas St), Strathroy

Employment assistance and independent living opportunities for adults 18 years and older with developmental disabilities.

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**COMMUNITY MEAL PROGRAMS**

A prepared meal is provided to people free of charge or for a small fee. Call ahead as schedules are subject to change. Special meals may be offered during the holidays or summer.

**All Saints Roman Catholic Church**

519-245-2320

124 Front St E, Strathroy

Every Thursday except the second one of the month, 11:30am-12:30pm

Helping Hands lunch prepared and served by the Society of St Vincent de Paul.

**Bethel Baptist Church**

519-245-2320

264 Princess St (at Erie St), Strathroy

Every Monday 11am-12noon

**St John the Evangelist Anglican Church**

519-245-2131

34 Head St N (between Front St E and Metcalfe St E), Strathroy

Second Thursday of the month 11:30am - 12:30pm

## **FOOD BANKS**

Food banks provide food items on an emergency basis to people in need. Banks usually provide a one to three day supply of food, once a month, to once every three months. Identification for each family member, proof of income and residency may be required. Most food banks distribute baby food.

### **Ailsa Craig and Area Food Bank and Thrift Store**

519-293-3637

161 Ailsa Craig Main St (at Jameson St), Ailsa Craig

Tue-Fri 10am-5pm

Monthly food hamper for people facing financial hardship. Also hosts a school backpack program and a Christmas hamper program.

### **Mt Brydges Caring Cupboard**

226-237-7916

Hope Christian Reform Church, 22638 Adelaide Rd, Mount Brydges

Fri 10am-12noon

### **The Salvation Army Community and Family Services - Food Bank**

519-245-5398

71 Maitland Terrace (near Adelaide St), Strathroy

Mon, Tue, Fri 9:30am-1:30pm

Clients can access food banks once every 30 days and must provide proof of address during intake appointment.

### **Society of Saint Vincent de Paul - Glencoe Food Bank**

209 Main St, Glencoe

519-287-3500

Mon-Fri 9:30am-5pm, Sat 9:30am-3pm

(closed daily 12:30pm-1pm)

### **Women's Rural Resource Centre of Strathroy and Area Community Cupboard**

519-246-1526

145 Beech St (near McKellar St), Strathroy

Mon, Thu 10am-7pm

Perishable food, non-perishable food, and toiletries available at no cost.

## **NOTES**

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### **COMMUNITY AND PUBLIC HEALTH SERVICES**

Community care, public health, and government health care programs offer services that at times do not require a valid Ontario Health Insurance Plan (OHIP) card. Check with the provider. For a list of walk-in and other medical clinics, visit [www.SouthWesthealthline.ca](http://www.SouthWesthealthline.ca).

#### **Chippewas of the Thames – Chippewa Health Centre**

519-289-5641

322 Chippewa Rd, Muncey

Health centre offering family medical care, health education, and counselling. Culturally appropriate programs and services, combining traditional health and Western medical practices.

#### **Munsee-Delaware Nation – Health Services**

519-289-2957

533 Thomigo Rd, Muncey

Health centre offering prenatal and postnatal care, chronic and infectious disease prevention programs, addiction programs, immunization services, and health education. Culturally appropriate programs and services, combining traditional health and Western medical practices.

#### **Oneida Nation of the Thames – Health and Wellness Services**

519-652-0500

2213 Elm Ave, Southwold

Community health services and education programs, prenatal and post-natal care, mental health and addictions programs, diabetes services, and immunization services. Culturally appropriate programs and services, combining traditional health and Western medical practices.

#### **Four Counties Health Services**

519-693-4441

1824 Concession Dr (east of Hagerty Rd), Newbury

Acute care hospital with emergency department offering medical, day surgery, therapy, and ambulatory care services.

#### **Middlesex-London Health Unit**

519-663-5317

51 Front St E (at Caradoc St N), Strathroy

Health agency that addresses public health issues and promotes healthy living. Clinical services, health education programs, and information on healthy living.

**Immunization Clinic** – Services available the first Wednesday of every month from 3pm–6pm. By appointment only. Vaccinations against common vaccine preventable diseases.

Middlesex London Health Unit (cont)

**Needle Syringe Program** – Reduces harm by providing a free and safe place for people to access clean supplies and dispose of used supplies.

**Sexually Transmitted Infections Clinic** – Services available on Thursdays by appointment only. Health professionals test for and treat sexually transmitted infections.

**Southwest Ontario Aboriginal Health Access Centre**

519-289-0352

Chippewas of the Thames Site, 77 Anishinaabeg Dr, Muncey  
Health centre focused on family and community health, combining traditional healing and Western medical practices.

**Strathroy Middlesex General Hospital**

519-245-1550

395 Carrie St (south of Saulsbury St), Strathroy  
Community hospital with emergency department and a range of diagnostic and ambulatory services

**Victorian Order of Nurses**

Programs to improve health and support independent living for seniors and adults with disabilities.

**Middlesex-Dorchester Office**

519-268-7028

2066 Dorchester Rd, Dorchester. Mon-Fri 8am-4pm.

**Middlesex-Strathroy Office**

519-245-3170

274 Head St N, Strathroy. Mon-Fri 8am-4:30pm.

**FIND A DOCTOR**

**Ontario Ministry of Health**

**Health Care Connect**

Call 8-1-1

A telephone referral service that connects people in Ontario that do not have a regular family health care provider, with doctors and nurse practitioners that are accepting new patients.

**NOTES**

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## HOUSING AND SHELTER

### AFFORDABLE HOUSING

Affordable housing provides people with housing that meets their needs and that they can afford. See Money on page 72 for financial assistance programs that help with housing costs.

#### **City of London, Housing Stability Services**

##### **Housing Access Centre**

519-661-0861

Citi Plaza, 355 Wellington St, 2nd Floor

Mon-Fri 8:30am-4:30pm

Information and applications for London and Middlesex

Community Housing units, nonprofit housing, cooperative housing, subsidy, rent supplement, and rent-geared-to-income programs in London and Middlesex County.

#### **London and Middlesex Community Housing**

519-434-2765

Mon-Fri 8:30am-4:30pm

Provides rent-geared-to-income housing accommodation.

Information and list of properties available at [www.lmch.ca](http://www.lmch.ca).

### DROP-IN CENTRES

Drop-in centres offer social and recreational activities, snacks, information and support, and in some cases counselling.

#### **Youth Opportunities Unlimited**

##### **Next Wave Youth Centre**

519-432-1112 ext 6

32 Front St W (at Frank St), Strathroy

Mon-Fri 9am-4:30pm

Drop-in resource centre for youth 12 to 29 years. Employment workshops, counselling, life skills training, and recreational resources.

### EMERGENCY SHELTER AND TRANSITIONAL HOUSING

Shelters offer emergency short-term accommodation and meals. All shelters provide 24-hour admission, unless otherwise indicated. Transitional housing provides longer-term accommodation for residents with supports to assist them with independent living.

#### **Women's Rural Resource Centre of Strathroy and Area**

24-hour/Crisis: 1-800-265-5390 | Office: 519-246-1526

145 Beech St (near McKellar St), Strathroy

Emergency shelter and transitional housing for women 16 and over, with or without children, who have decided to leave an abusive relationship or need respite.

## IMMIGRANT, NEWCOMER, AND REFUGEE SERVICES

### SUPPORT AND SETTLEMENT SERVICES

Settlement assistance and other supports are available to immigrants, refugees, and newcomers.

#### **London and Middlesex County Portal**

[immigration.london.ca](http://immigration.london.ca)

A portal for newcomers to London and Middlesex County where they can find information on health care, housing, legal services, transportation and more.

#### **London and Middlesex Local Immigration Partnership**

[london.ca/immigration/community-support/LMLIP](http://london.ca/immigration/community-support/LMLIP)

Website providing information to help immigrants settle in London and Middlesex County. Includes information on settlement services, language training, employment, education, and health services.

#### NOTES

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## 2SLGBTQIA+ SERVICES

### SUPPORT AND HEALTH SERVICES

Agencies that provide services to protect and promote the rights, health, and interests of the 2SLGBTQIA+ community.

#### **Middlesex-London Health Unit**

519-663-5317

51 Front St E (at Caradoc St N), Strathroy

Mon-Fri 8:30am-4:30pm

Sexual health services, including emergency birth control, pregnancy testing and counselling, HIV counselling and referrals.

#### **Youth Opportunities Unlimited (YOU)**

**Next Wave Youth Centre**

519-432-1112 ext 6

32 Front St W (at Frank St), Strathroy

Drop-in resource centre for youth 12 to 29 years. Can provide information, support, and referrals to community programs and services.

## MENTAL HEALTH AND ADDICTIONS

### **ADDICTIONS CRISIS SERVICES**

Support for people experiencing an addictions crisis who do not require hospital or emergency services

#### **CMHA Thames Valley Addiction and Mental Health Services**

21 Richmond St, Strathroy

Crisis: 519-433-2023 or 1-866-933-2023

Assessment, treatment planning, and referral for alcohol, drugs, internet, gaming and problem gambling issues.

#### **Internet, Gaming Disorders, and Problem Gambling Services**

519-673-3242 ext 234

#### **Substance abuse**

519-673-3242 ext 222

#### **Chippewas of Nawash Unceded First Nation**

##### **National Native Alcohol and Drug Abuse Program**

519-534-0373

Chippewas of Nawash Health Centre, 247 Prairie Rd,  
Neyaashiinigmiing Addictions prevention, intervention, and  
aftercare services and referral to residential treatment programs.

#### **Nimkee Nupigawagan Healing Centre**

519-264-2277

20850 Muncey Rd, Muncey

Substance use disorder treatment for First Nations youth 12 to 17  
years and 18-25 years.

### **MENTAL HEALTH CRISIS SERVICES**

If you are at immediate risk of harm to yourself or others as a result of a crisis, go to the Crisis Centre, emergency department or call 911.

**If you are in crisis, call 9-8-8 (Suicide Crisis Helpline)**

#### **CMHA Thames Valley Addiction and Mental Health Services**

Crisis Response Line: 519-433-2023 (Daily 24 hrs)

#### **Hope for Wellness Help Line**

1-855-242-3310

Daily 24 hours

Crisis intervention telephone support for Indigenous people. Web chat available in English, French, and Cree, Ojibway, and Inuktitut on request.

**Native Youth Crisis Hotline**

1-877-209-1266

Daily 24 hours

**Reach Out Crisis Line**

519-433-2023 or 1-866-933-2023

Text: 519-433-2023

Daily 24 hours. Mental health and addictions crisis and support phone line. Addictions prevention, intervention, and aftercare services and referral to residential treatment programs. Web chat available.

**COMMUNITY MENTAL HEALTH PROGRAMS**

Community mental health programs help people who have a mental illness live safely in the community. If you are at immediate risk of harm to yourself or others as a result of a mental health crisis, go to the emergency department at your closest hospital or call 911.

**Canadian Mental Health Association Middlesex**

519-245-0120

21 Richmond St (at Maitland St), Strathroy

Mon-Fri 8:30am-4:30pm. Transitional case management services, counselling, crisis response, group and activity programs, information and referral services for people 16 years and older experiencing serious and ongoing mental health issues.

**Support Line**

519-601-8055

Confidential telephone support from trained volunteers for people feeling anxious, isolated, sad, stressed, or who just need someone to talk to.

**Crest Support Services**

519-227-6766

13570 Elginfield Rd, Lucan

Mon-Fri 9am-5pm

Support services for adults 18 years or older living with a serious mental illness or a developmental disability.

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## **BASIC INCOME AND EMPLOYMENT SUPPORTS**

A variety of programs are available to help with financial matters, including basic income support, budgeting advice, and purchasing necessary items. See Housing and Shelter on page 73, Legal Services on page 44, and Health Care on page 71 for additional financial assistance services.

### **Chippewas of the Thames Stepping Stones / Ontario Works**

519-289-5621

328 Chippewa Rd, Muncey

Mon-Fri 8:30am-4:30pm

Income support for food, shelter, household, and personal needs, along with help finding employment. Emergency support or discretionary benefits for special items of extreme need.

### **Middlesex County, Social Services Ontario Works**

519-434-7321

399 Ridout St N (at Dundas St), London

Short-term income support for food, shelter, household, and personal needs, along with help finding employment. Special allowances/health benefits may be available as a supplement to the monthly cheque.

### **Munsee-Delaware Nation Ontario Works**

519-289-5396 ext 224

289 Jubilee Rd, Muncey

Income support for food, shelter, household, and personal needs, along with help finding employment. Emergency support or discretionary benefits for special items of extreme need.

### **Oneida Nation of the Thames Ontario Works**

519-652-1055

2110 Ballpark Rd, Southwold

Assistance to Oneida Nation community members seeking Ontario Works program information. Help assessing eligibility, preparing applications, creating participation agreements, identifying financial benefits, and providing family supports.

## **EMERGENCY AND SUPPLEMENTARY ASSISTANCE**

Emergency and supplementary assistance may be available to provide people who face unexpected emergency needs with a one-time payment to prevent danger to their health and well-being.

### **Middlesex County, Social Services**

399 Ridout St N (at Dundas St), London

#### **Burial Assistance**

519-434-7321

Assistance may be available for families that are unable to meet the cost of a funeral and burial. Application form available online at [www.middlesex.ca/departments/social-services](http://www.middlesex.ca/departments/social-services).

#### **Low-Income Energy Assistance Program (LEAP)**

519-434-7321

One-time emergency financial assistance towards electricity bills for people who are at risk of disconnection of a utility service. Must currently have a disconnection notice or be disconnected. For families in Middlesex County who are not receiving other forms of social assistance. Application form available online at [www.middlesex.ca/departments/social-services](http://www.middlesex.ca/departments/social-services).

### **The Salvation Army Community and Family Services**

519-245-5398

71 Maitland Terrace (near Adelaide St), Strathroy

#### **LEAP Emergency Financial Assistance**

One-time emergency financial assistance towards electricity bills. Representative for Entegrus.

#### **Ontario Electricity Support Program (OESP)**

Assists in filing OESP applications, a monthly credit applied directly to the electricity bill of eligible applicants, based on the number of people living in the home, and on annual household income.

## **FINANCIAL ASSISTANCE PROGRAMS FOR CHILDREN AND FAMILIES**

Programs that provide financial assistance for low-income families with young children.

### **Middlesex County, Social Services**

#### **Child Care Subsidy Program**

519-434-7321 ext 2289 or email [childcare@middlesex.ca](mailto:childcare@middlesex.ca)

Financial assistance to parents of children birth to 12 years who have low income or receive social assistance, and to parents of children, birth to 18 years with special needs. May be placed on a waitlist.

## VETERANS

### SUPPORT SERVICES

Services and benefits available to Canadian Veterans.

#### **Canadian Armed Forces - Southwestern Ontario**

Personnel Support Programs

519-660-5275

Program that helps Canadian Armed Forces personnel, veterans and their families. Services include Family Information Line, Employment Support for Military and Veterans Spouses, Education, Relocation, Health and Wellness.

#### **Royal Canadian Legion - Ontario Command**

**1-8888-207-0939**

Assists veterans and dependents with services, pensions, and benefits such as: moral and financial support, assistance with claims for disability pensions to government agencies.

Legion locations

##### **Branch 422 - Ailsa Craig**

519-293-3391

155 Queen St, Ailsa Craig

##### **Branch 510 - Melbourne**

519-289-2109

21884 Melbourne Rd

##### **Branch 251 - Caradoc**

519-264-1580

2500 Veteran's Dr, Mt Brydges

##### **Branch 583 - Newbury**

519-693-4251

22 Durham St, Newbury

##### **Branch 598 - Delaware**

519-652-5691

11577 Longwoods Rd, Delaware

##### **Branch 341 - Parkhill**

519-294-6261

200 Broad St, Parkhill

##### **Branch 513 - Donnybrook**

519-268-8538

1227 Donnybrook Dr, Dorchester

##### **Branch 219 - Reg Lovell**

519-287-2733

156 McRae St, Unit 1, Glencoe

##### **Branch 531 - Ilderton**

519-432-5575

13152 Ilderton Rd

##### **Branch 116 - Sir Arthur Currie**

519-266-0683

266 Metcalfe St W, Strathroy

##### **Branch 540 - Lucan**

519-227-4751

136 Market St, Lucan

519-660-5366

Provides information, resources, and services to military members, civilian employees, and their families. Call or drop-in.

1-866-522-2122

Provides access to services and benefits for veterans and their dependents. Services include Disability Pension Program, Funeral and Burial Assistance, Health Care Benefits Program, Veterans Independence Program, and War Veterans Allowance.

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## NOTES

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# Applying for Ontario Works

## Two ways to apply for Ontario Works



**Phone:**

**519-661-4520 ext 3**

Monday – Friday 8:30 am – 4:00 pm



**Online:**

**[www.ontario.ca/socialassistance](http://www.ontario.ca/socialassistance)**

**The online application is:**

- Available 24 hours a day, 7 days a week
- Available in English & French
- Accessible for people with disabilities
- Confidential & Convenient

If you have trouble using the Online Application for Social Assistance please call Service Ontario 1-855-231-1255

## Life Stabilization (Ontario Works Program) London Locations

### **Citi Plaza**

355 Wellington St Suite 248  
London ON, N6A 3N7

### **Westmount Shopping Centre**

785 Wonderland Rd S  
London ON, N6K 1M6

### **Northland Mall**

1275 Highbury Ave N  
London ON, N5Y 1A8

### **London East**

1835 Dundas St, Unit 1  
London ON, N5W 3E7

### **Glen Cairn Community Resource Centre**

244 Adelaide St S  
London ON, N5Z 3L1

### **South London Community Centre**

1119 Jalna Blvd  
London ON, N6E 3B3

**london.ca**

